Vodafone User Authentication

(2-Step Login)

User Manual

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Classification: C2 – Vodafone Restricted

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1. What is Vodafone User Authentication (VUA)

Vodafone User Authentication (aka VUA, 2-Step Login) delivers an enhanced security solution for externally presented productivity services including Vodafone Outlook Web Access (OWA), Citrix Web Access and SharePoint.

The solution provides an additional layer of authentication to your windows account and password by providing a unique One-Time-Code (OTC) when you sign in over the internet. If you connect to the services via VPN or from the office LAN there is no token required.

This document describes the necessary steps

2. Prerequisites

There are some prerequisites that must be met before you can enrol for a 2 Step Login token. Please ensure that these prerequisites are met.

Either one of the following must be true:

1. You have a vodafone.com Active Directory account with access to your vodafone.com emails or
2. You have a vodafone.com Active Directory account without a vodafone.com email account. In this case you should have another email account available that you can access.
3. You don't have a Vodafone.com account but you have an account on the Vodafone Corporate Directory Service (VCDS).

If you don't have a positive answer to one of these 3 questions, you must either contact your line manager or you should visit https://idm.vodafone.com/registration.

On this web site you can create a User Account. Please see the documentation there to understand the registration process.

3. TokenTypes / general info on Tokens

The two factor solution supports currently two types of token:

1. MobilePASS
   The MobilePASS Token is a software based token. There are various numbers of devices supported e.g. iOS, Android, WindowsPC, MacOS etc.
   (for a complete list see http://www.safenet-inc.com/support-downloads/MobilePASS-download-page/)
   The advantages are: Independence from GSM network coverage. You always have a valid token with you.
   This token is the preferred type to enrol.
   The software is linked during the registration process with the user account on the two factor authentication service.

2. SMS
   If you chose this token type you will receive the first valid token immediately after the successfully completed registration. When you use the token you will receive the next valid token code after you've successfully logged in to a service that is 2 Step Login enabled.
   Please note: If you select SMS token please make sure that the mobile number is correct, starting with "+" prefix and followed by your country code (e.g. 44, 49, 36, 39, 351…) and your phone number. Please do not use regional number prefix (e.g. "0").
   You will need to have network coverage (GSM) in order to receive the next valid token code via SMS. If you accidentally deleted your token SMS you can re-request the current valid token using the self-service portal. See section 6.2.1 for that.

Please note that you can have only 1 SMS and 1 MobilePASS Token at the same time! (= total of two tokens/user).

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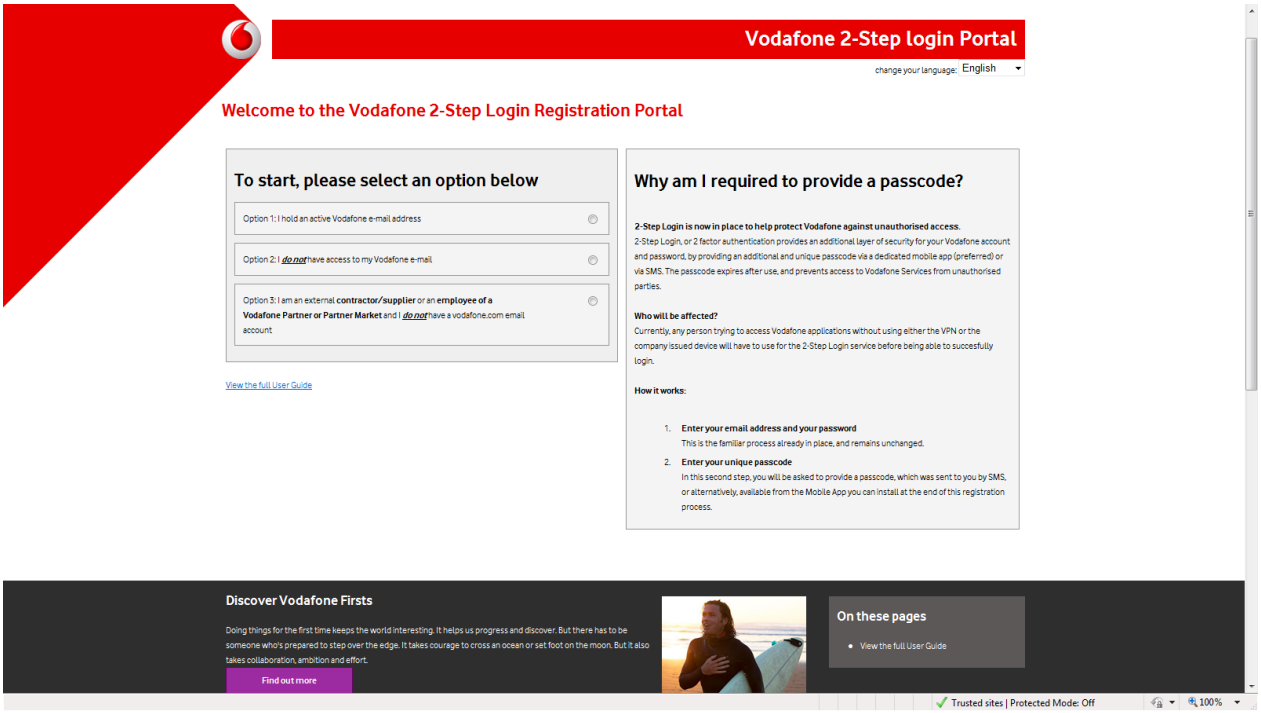
4. How to request a token

The token can be requested by enrolling on the Vodafone 2-Step Login portal on the following link:

https://ca.vodafone.com/tfa

Here you enrol for a Mobile PASS or an SMS token.


Vodafone 2-Step login Portal
change your language: English
Welcome to the Vodafone 2-Step Login Registration Portal
To start, please select an option below
Option 1: I hold an active Vodafone e-mail address
Option 2: I do not have access to my Vodafone e-mail
Option 3: I am an external contractor/supplier or an employee of a Vodafone Partner or Partner Market and I do not have a vodafone.com email account
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Why am I required to provide a passcode?
2-Step Login is now in place to help protect Vodafone against unauthorised access.
2-Step Login, or 2 factor authentication provides an additional layer of security for your Vodafone account and password, by providing an additional and unique passcode via a dedicated mobile app (preferred) or via SMS. The passcode expires after use, and prevents access to Vodafone Services from unauthorised parties.
Who will be affected?
Currently, any person trying to access Vodafone applications without using either the VPN or the company issued device will have to use for the 2-Step Login service before being able to succesfully login.
How it works:
1. Enter your email address and your password
This is the familiar process already in place, and remains unchanged.
2. Enter your unique passcode
In this second step, you will be asked to provide a passcode, which was sent to you by SMS, or alternatively, available from the Mobile App you can install at the end of this registration process.
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Trusted sites | Protected Mode: Off
100%

Figure 1: Start page

The portal supports several languages. You can change the language by selecting the desired language from the "Change your language" dropdown box on the right upper corner.

The following chapter describes the different enrolment options.

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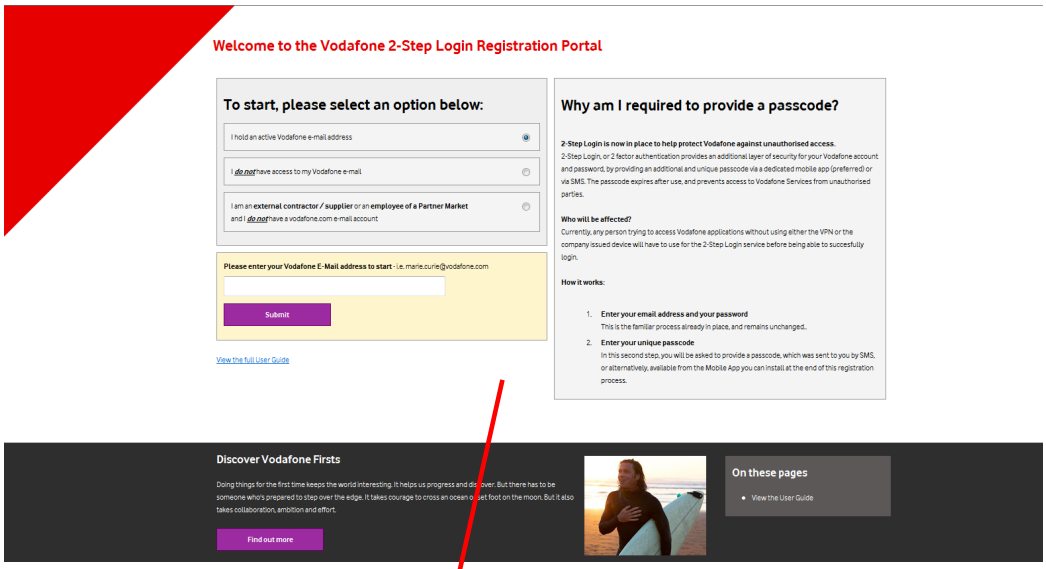
4.1 Steps, if you have access to your Vodafone mailbox

If you have an ActiveDirectory Account and you have access to your vodafone.com email inbox you should select this option.

Enter your Vodafone e-mail address and click on "Submit".


Welcome to the Vodafone 2-Step Login Registration Portal
To start, please select an option below:
I hold an active Vodafone e-mail address
I do not have access to my Vodafone e-mail
I am an external contractor / supplier or an employee of a Partner Market and I do not have a vodafone.com e-mail account
Please enter your Vodafone E-Mail address to start - i.e. marie.curie@vodafone.com
Submit
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2-Step Login is now in place to help protect Vodafone against unauthorised access.
2-Step Login, or 2 factor authentication provides an additional layer of security for your Vodafone account and password, by providing an additional and unique passcode via a dedicated mobile app (preferred) or via SMS. The passcode expires after use, and prevents access to Vodafone Services from unauthorised parties.
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1. Enter your email address and your password
This is the familiar process already in place, and remains unchanged.
2. Enter your unique passcode
In this second step, you will be asked to provide a passcode, which was sent to you by SMS, or alternatively, available from the Mobile App you can install at the end of this registration process.
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Figure 2: Access to Vodafone mailbox

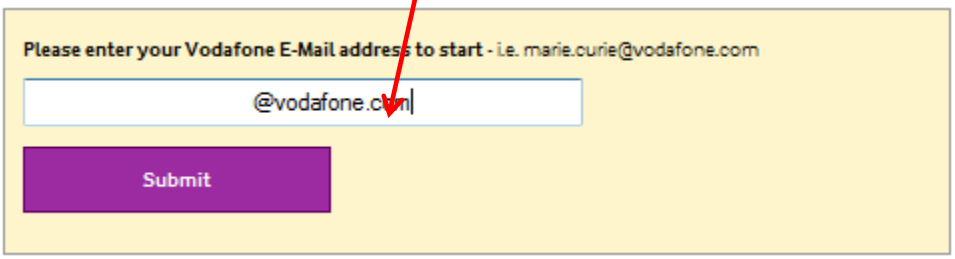

Figure 3: Enter email address

If the system shows an error message like this:

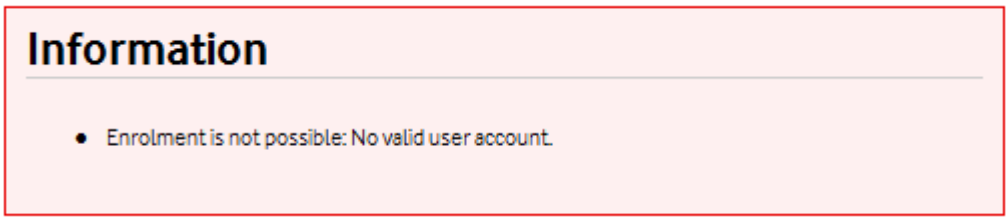

Figure 4 Error Message Enrolment is not possible

Please double check the spelling of your email account. If you still get this error message you should contact the Customer Service Desk (csd.support@vodafone.com) to validate if your account is still valid and active.

If your account was successfully validated, you will be redirected to the next screen.

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Here you must specify a password which will be used for validating your request afterwards. This password will be used only for validating that you are the person that triggered the request.

Please note:

The registration password must have at least 8 characters which combine the use of at least 3 of the following: upper case letters, lower case letters, numbers, and special characters. It used only for the registration process. There is no need to remember this password once you successfully enrolled a token.

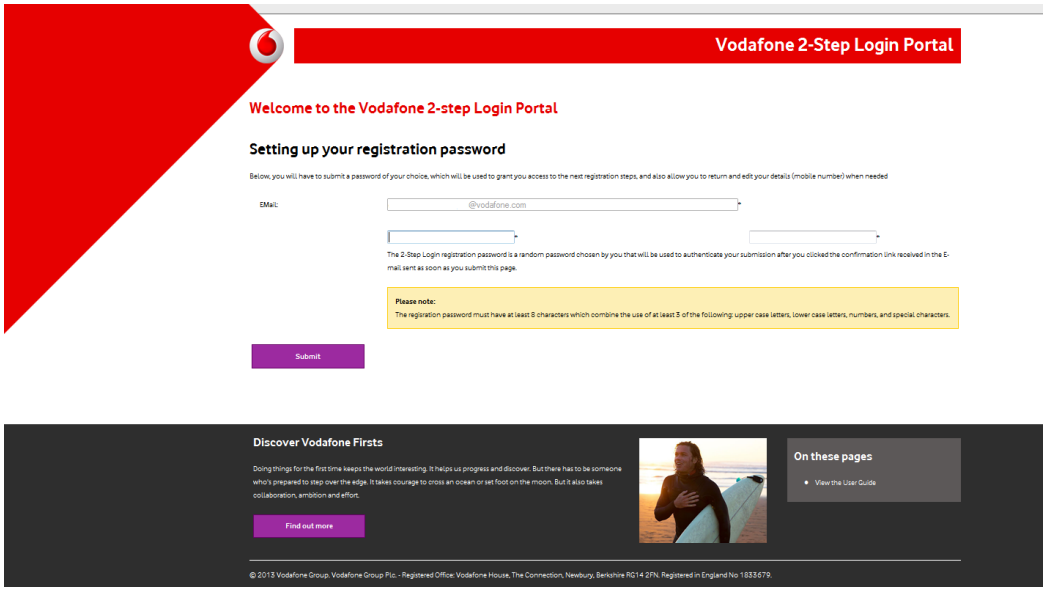
Vodafone 2-Step Login Portal
Welcome to the Vodafone 2-step Login Portal
Setting up your registration password
Below, you will have to submit a password of your choice, which will be used to grant you access to the next registration steps, and also allow you to return and edit your details (mobile number) when needed
EMail:
@vodafone.com
The 2-Step Login registration password is a random password chosen by you that will be used to authenticate your submission after you clicked the confirmation link received in the E-mail sent as soon as you submit this page.
Please note:
The registration password must have at least 8 characters which combine the use of at least 3 of the following: upper case letters, lower case letters, numbers, and special characters.
Submit
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Figure 5: Registration Password

After you clicked "Submit" and there were no errors you will see this screen.

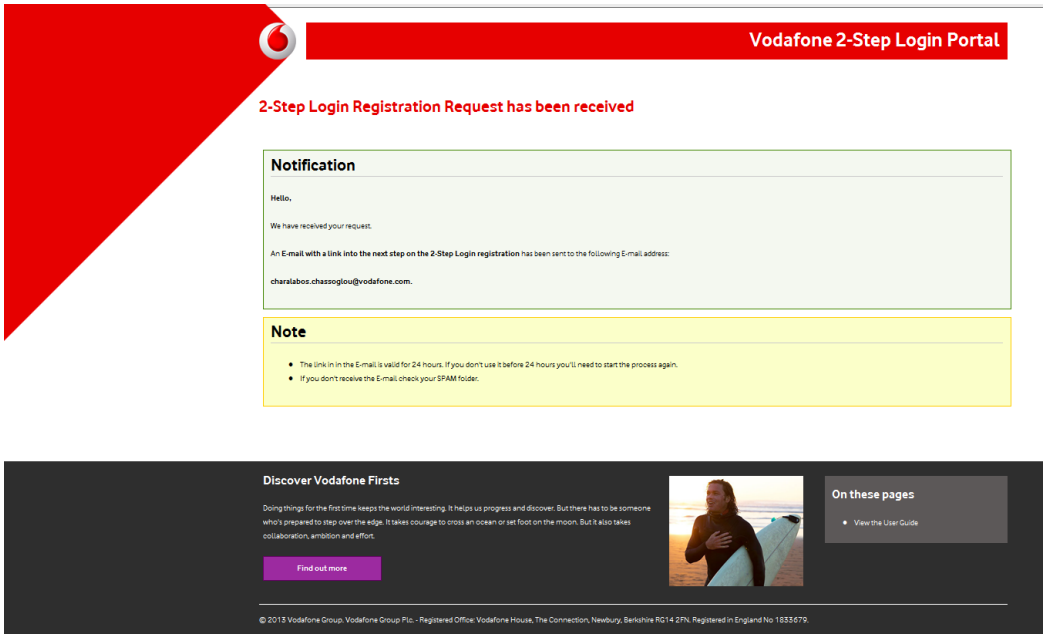
Vodafone 2-Step Login Portal
2-Step Login Registration Request has been received
Notification
Hello,
We have received your request.
An E-mail with a link into the next step on the 2-Step Login registration has been sent to the following E-mail address:
charalabos.chassoglou@vodafone.com.
Note
The link in in the E-mail is valid for 24 hours. If you don't use it before 24 hours you'll need to start the process again.
If you don't receive the E-mail check your SPAM folder.
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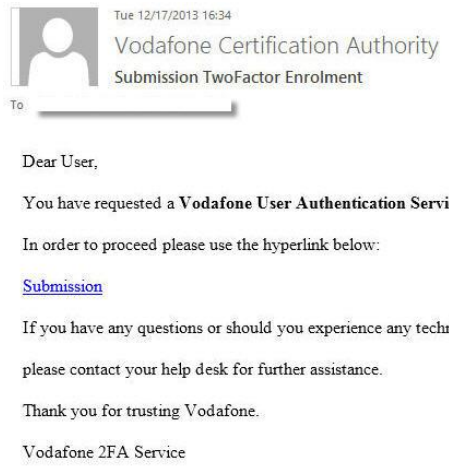
Figure 6: Notification page

Within a time period of 20 Minutes you should receive an email containing a link. The email looks like this:


Tue 12/17/2013 16:34

Vodafone Certification Authority

Submission TwoFactor Enrolment

To

Dear User,

You have requested a **Vodafone User Authentication Service** enrolment.

In order to proceed please use the hyperlink below:

Submission

If you have any questions or should you experience any technical problems,

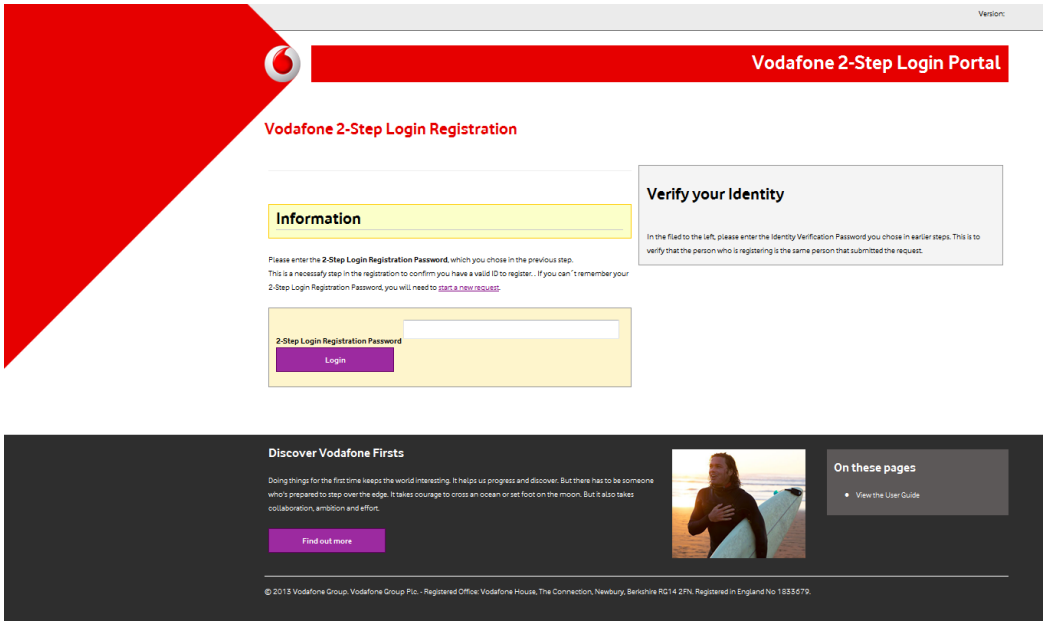
please contact your help desk for further assistance.

Thank you for trusting Vodafone.

Vodafone 2FA Service

Figure 7: Submission notification

Click on the "Submission" link inside this email. You will be redirected to this page:


Version:
Vodafone 2-Step Login Portal
Vodafone 2-Step Login Registration
Information
Please enter the 2-Step Login Registration Password, which you chose in the previous step.
This is a necessary step in the registration to confirm you have a valid ID to register. . If you can't remember your 2-Step Login Registration Password, you will need to start a new request.
2-Step Login Registration Password
Login
Verify your Identity
In the filed to the left, please enter the Identity Verification Password you chose in earlier steps. This is to verify that the person who is registering is the same person that submitted the request.
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Type-in the previously defined registration password here (see Figure 4) and then click the "Login" button.

If you see this message:

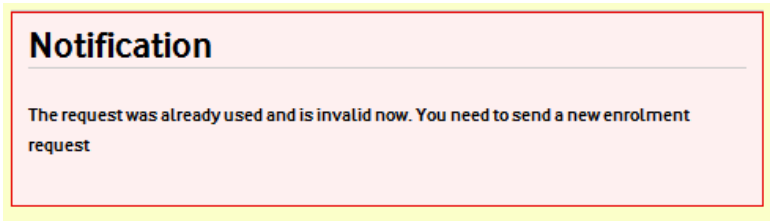
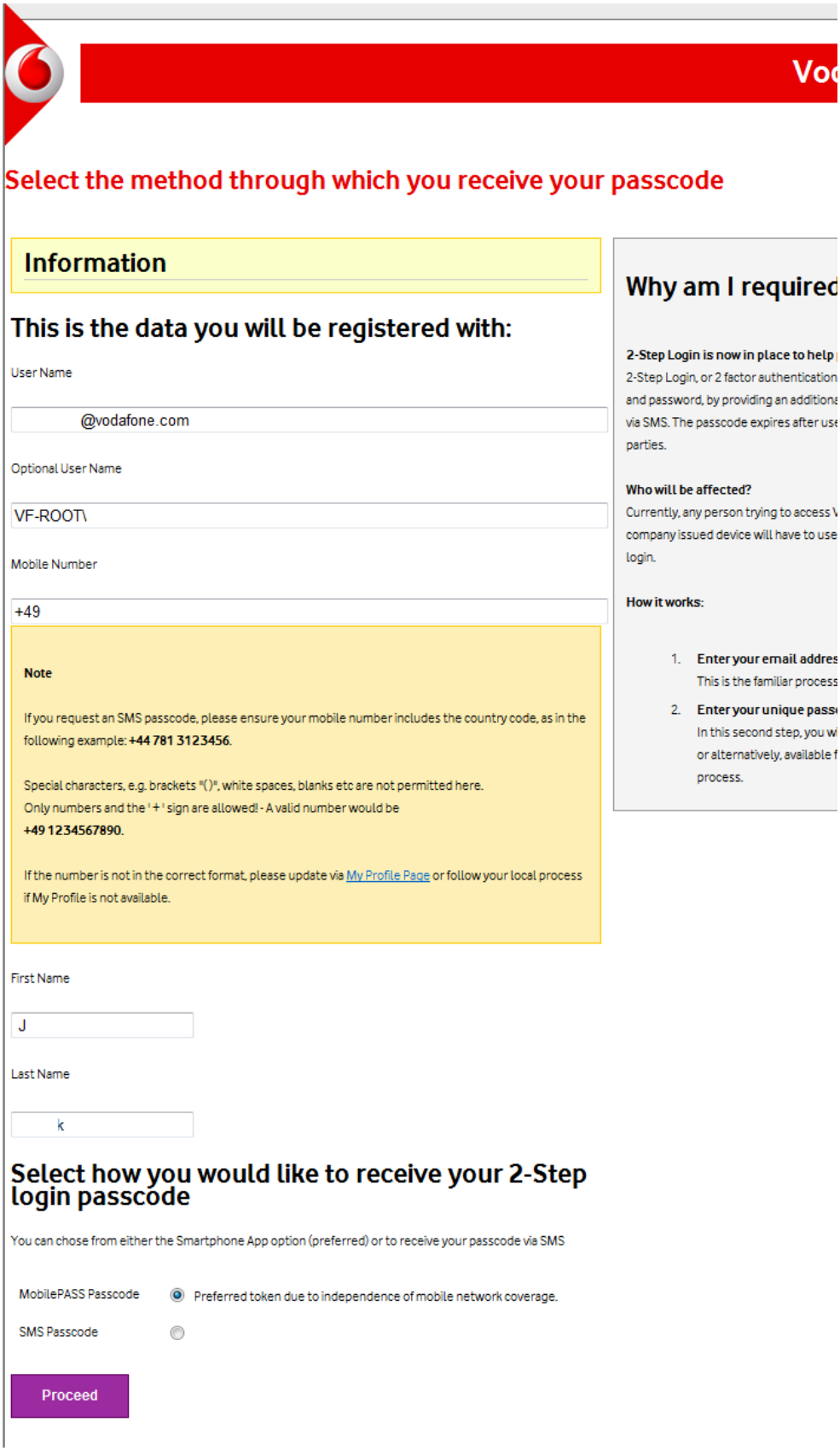


Figure 8: Error Message Expired/Used Request

You either used the link that was sent to you already or you waited too long. The link can be used only once and is valid for 24h.

If you successfully logged in to the portal you will see this screen:


Select the method through which you receive your passcode
Information
This is the data you will be registered with:
User Name
@vodafone.com
Optional User Name
VF-ROOT\
Mobile Number
+49
Note
If you request an SMS passcode, please ensure your mobile number includes the country code, as in the following example: +44 781 3123456.
Special characters, e.g. brackets "()", white spaces, blanks etc are not permitted here.
Only numbers and the '+' sign are allowed! - A valid number would be
+49 1234567890.
If the number is not in the correct format, please update via My Profile Page or follow your local process if My Profile is not available.
First Name
J
Last Name
k
Select how you would like to receive your 2-Step login passcode
You can chose from either the Smartphone App option (preferred) or to receive your passcode via SMS
MobilePASS Passcode
Preferred token due to independence of mobile network coverage.
SMS Passcode
Proceed
Why am I required
2-Step Login is now in place to help
2-Step Login, or 2 factor authentication
and password, by providing an additiona
via SMS. The passcode expires after use
parties.
Who will be affected?
Currently, any person trying to access V
company issued device will have to use
login.
How it works:
1. Enter your email addres
This is the familiar process
2. Enter your unique pass
In this second step, you wi
or alternatively, available f
process.

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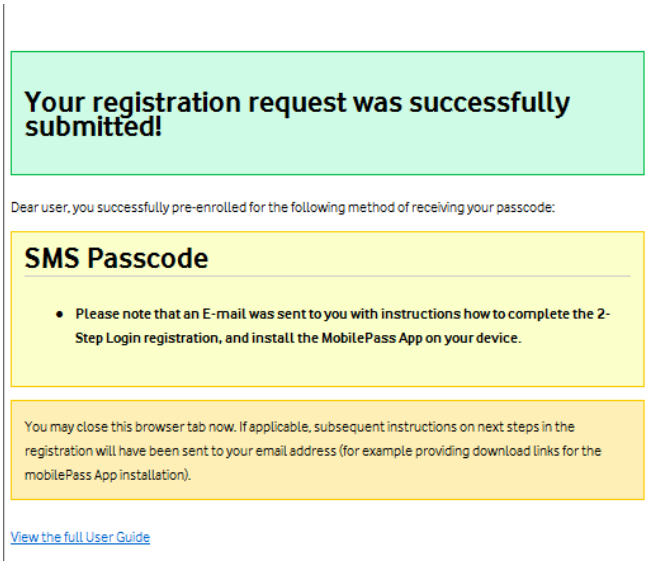
Select the desired type of token.

After you've selected your desired token type click on proceed.

If you've successfully enrolled your token you will see either this message (MobilePASS)


Your registration request was successfully submitted!
Dear user, you successfully pre-enrolled for the following method of receiving your passcode:
SMS Passcode
Please note that an E-mail was sent to you with instructions how to complete the 2-Step Login registration, and install the MobilePass App on your device.
You may close this browser tab now. If applicable, subsequent instructions on next steps in the registration will have been sent to your email address (for example providing download links for the mobilePass App installation).
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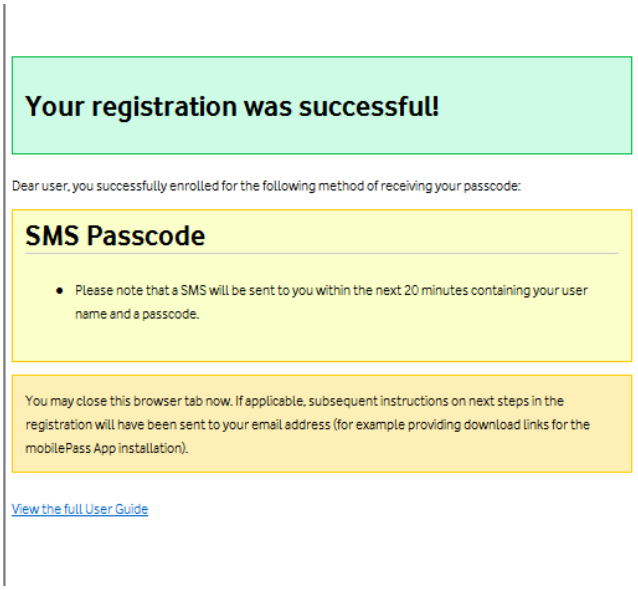
Please Note:

Do not forget to finalise your enrolment. See section 5 how to finalise your MobilePASS enrolment.

or this message (SMS)


Your registration was successful!
Dear user, you successfully enrolled for the following method of receiving your passcode:
SMS Passcode
Please note that a SMS will be sent to you within the next 20 minutes containing your user name and a passcode.
You may close this browser tab now. If applicable, subsequent instructions on next steps in the registration will have been sent to your email address (for example providing download links for the mobilePass App installation).
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You're enrolled – no further steps need to be taken.

4.2 Steps, if you DO NOT have access to your Vodafone mailbox

Select this option if you have a Vodafone Active Directory and email account but you cannot access your emails.

Enter your Vodafone login name or your email address and click on "Submit".

An example:

User e-mail address: john.doe01@vodafone.com

User Principal Name: jdoe

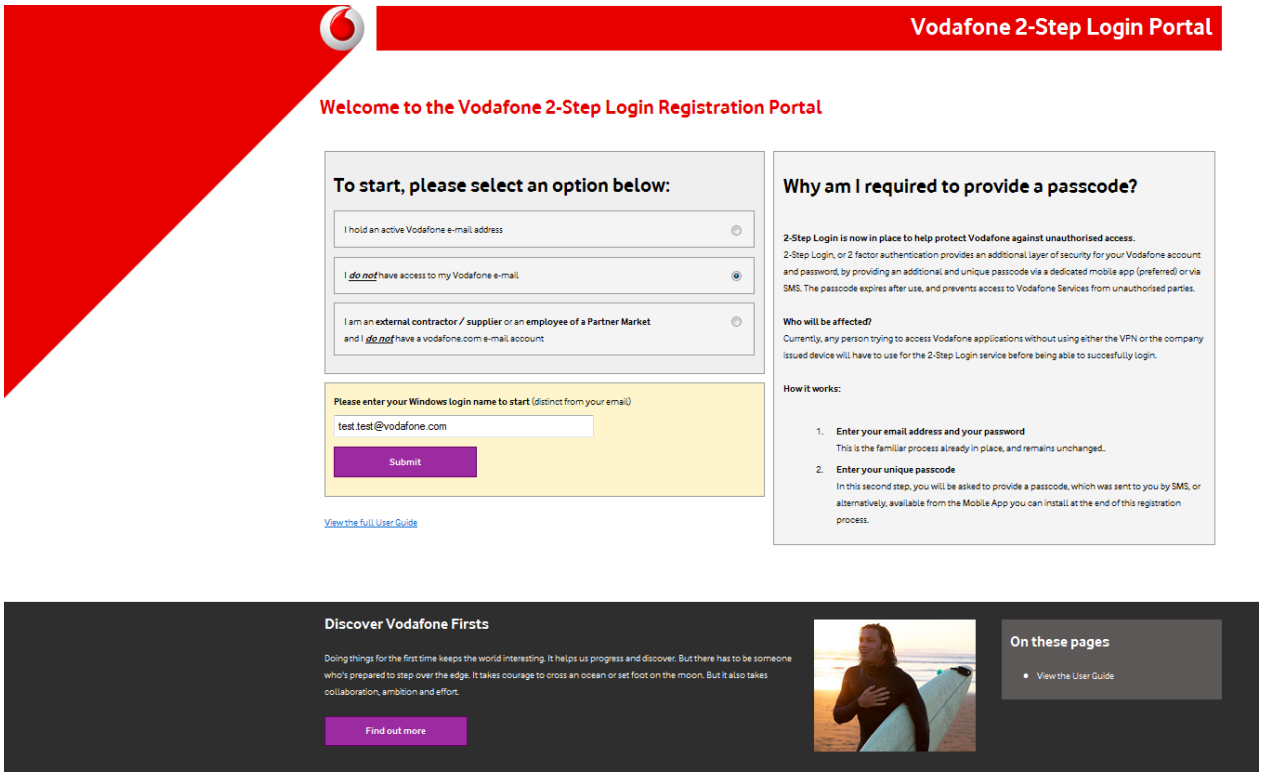
Vodafone 2-Step Login Portal
Welcome to the Vodafone 2-Step Login Registration Portal
To start, please select an option below:
I hold an active Vodafone e-mail address
I do not have access to my Vodafone e-mail
I am an external contractor / supplier or an employee of a Partner Market and I do not have a vodafone.com e-mail account
Please enter your Windows login name to start (distinct from your email)
test.test@vodafone.com
Submit
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Figure 9: Not having access to the Vodafone mailbox

If you see this messages:

Information

- The external requestor cannot be enroled. No valid user account.

You do not have a valid Active Directory Account.

Information

- The internal approver could not be determined. Enrolment is not possible.

You either have no line manager assigned or the line manager information is incomplete.

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In this case - please get in touch with your Vodafone contact (e.g. your line manager) or call your Vodafone Helpdesk and ask for help.

On the next webpage (Figure 8) you can see your account details and you can type-in a non-Vodafone e-mail address, which is accessible by you.

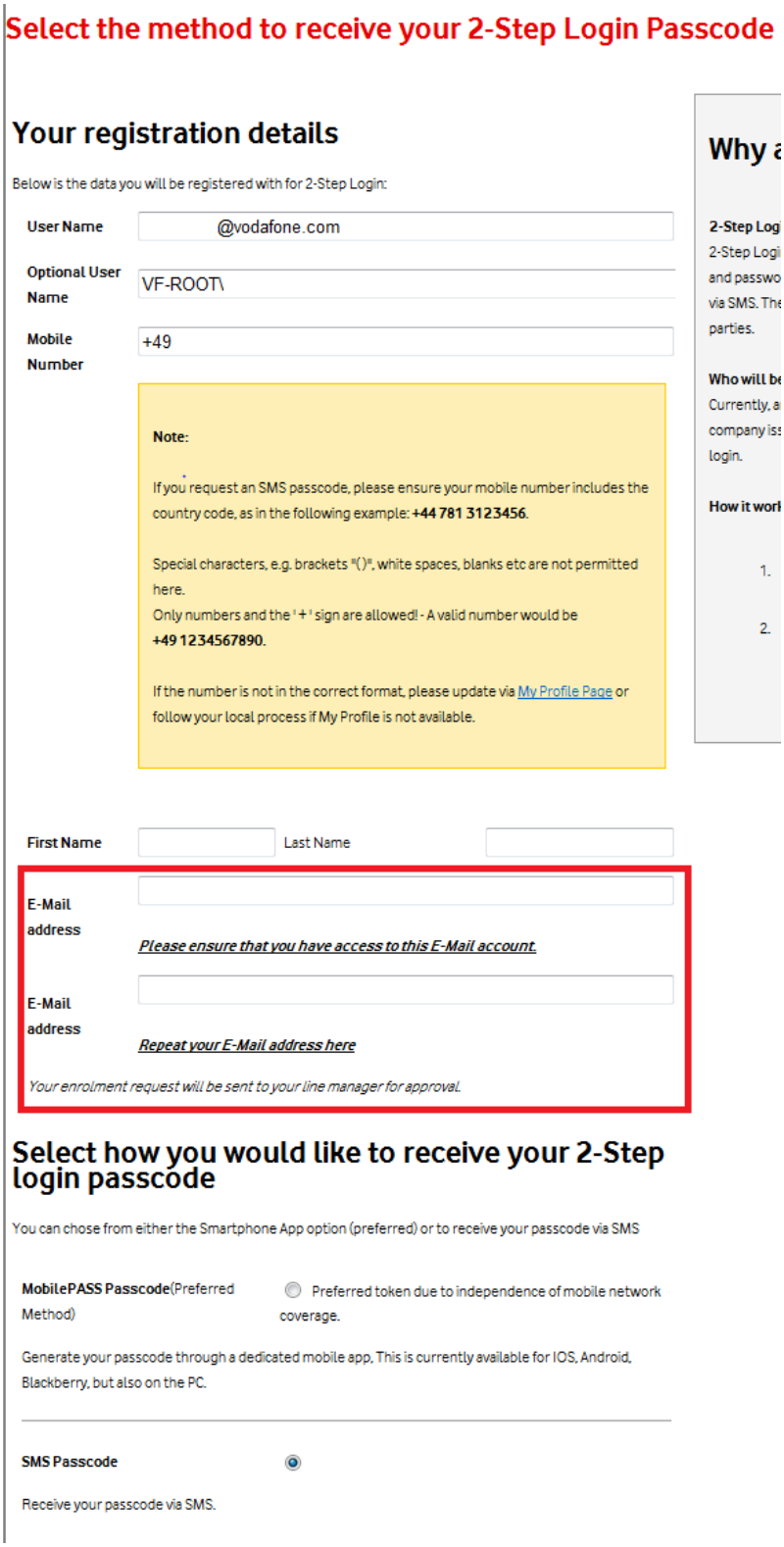
Select the method to receive your 2-Step Login Passcode
Your registration details
Below is the data you will be registered with for 2-Step Login:
User Name
@vodafone.com
Optional User Name
VF-ROOT\
Mobile Number
+49
Note:
If you request an SMS passcode, please ensure your mobile number includes the country code, as in the following example: +44 781 3123456.
Special characters, e.g. brackets "()", white spaces, blanks etc are not permitted here.
Only numbers and the '+' sign are allowed! - A valid number would be +49 1234567890.
If the number is not in the correct format, please update via My Profile Page or follow your local process if My Profile is not available.
First Name
Last Name
E-Mail address
Please ensure that you have access to this E-Mail account.
E-Mail address
Repeat your E-Mail address here
Your enrolment request will be sent to your line manager for approval.
Select how you would like to receive your 2-Step login passcode
You can chose from either the Smartphone App option (preferred) or to receive your passcode via SMS
MobilePASS Passcode(Preferred Method)
Preferred token due to independence of mobile network coverage.
Generate your passcode through a dedicated mobile app, This is currently available for IOS, Android, Blackberry, but also on the PC.
SMS Passcode
Receive your passcode via SMS.

Figure 10: Add accessible email address

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Select a token type, accept the Terms and Conditions and click on "Submit".

Your line manager will receive an e-mail with a link, where your request can be approved or rejected.

If the approval is done you will receive an email from SafeNet (MobilePASS) or the SMS with the first valid token code.

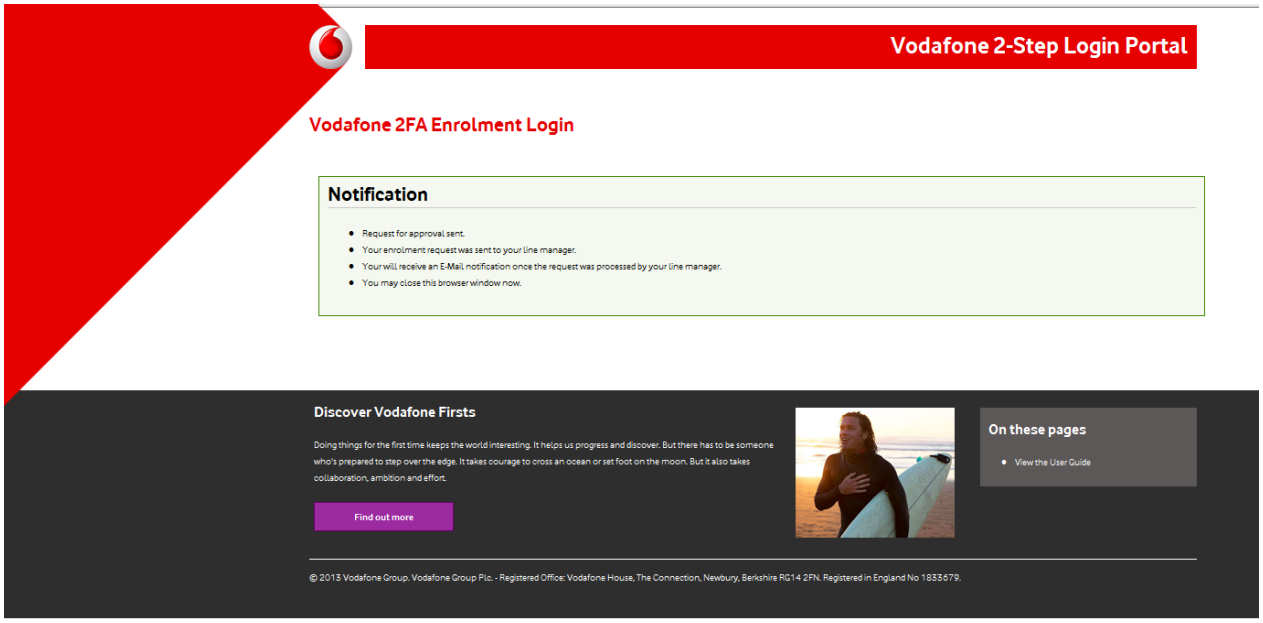

Vodafone 2-Step Login Portal
Vodafone 2FA Enrolment Login
Notification
Request for approval sent.
Your enrolment request was sent to your line manager.
Your will receive an E-Mail notification once the request was processed by your line manager.
You may close this browser window now.
Discover Vodafone Firsts
Doing things for the first time keeps the world interesting. It helps us progress and discover. But there has to be someone who's prepared to step over the edge. It takes courage to cross an ocean or set foot on the moon. But it also takes collaboration, ambition and effort.
Find out more
On these pages
View the User Guide
© 2013 Vodafone Group. Vodafone Group Plc. - Registered Office: Vodafone House, The Connection, Newbury, Berkshire RG14 2FN. Registered in England No 1833679.

Figure 11: Notification page

4.3 Self-registered accounts in IdM

Choose this option if you are an external contractor / supplier or an employee of a Vodafone Partner or Partner Market and you do not have a vodafone.com email account.

Enter your **non-**Vodafone email address you have used during the registration process in IdM and click on "Submit".

E.g.: xyz@gmail.com.

Classification: C2 – Vodafone Restricted

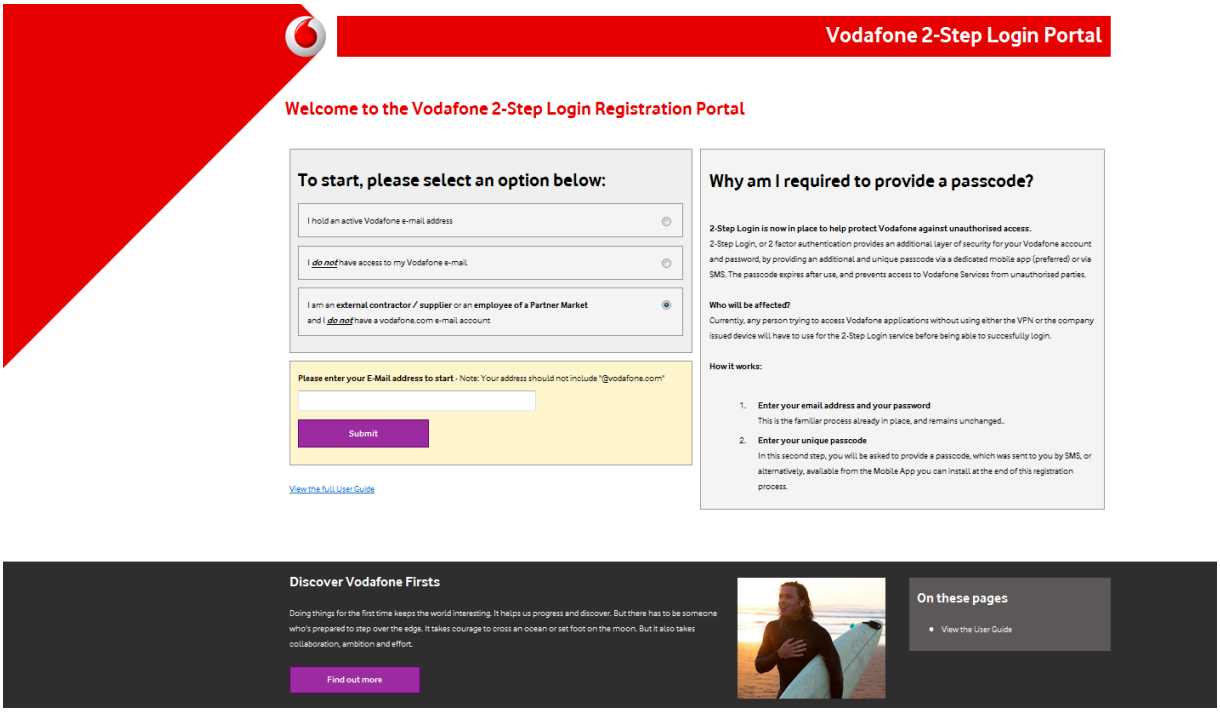

Vodafone 2-Step Login Portal
Welcome to the Vodafone 2-Step Login Registration Portal
To start, please select an option below:
I hold an active Vodafone e-mail address
I do not have access to my Vodafone e-mail
I am an external contractor / supplier or an employee of a Partner Market and I do not have a vodafone.com e-mail account
Please enter your E-Mail address to start - Note: Your address should not include "@vodafone.com"
Submit
View the full User Guide
Why am I required to provide a passcode?
2-Step Login is now in place to help protect Vodafone against unauthorised access.
2-Step Login, or 2 factor authentication provides an additional layer of security for your Vodafone account and password, by providing an additional and unique passcode via a dedicated mobile app (preferred) or via SMS. The passcode expires after use, and prevents access to Vodafone Services from unauthorised parties.
Who will be affected?
Currently, any person trying to access Vodafone applications without using either the VPN or the company issued device will have to use for the 2-Step Login service before being able to succesfully login.
How it works:
1. Enter your email address and your password
This is the familiar process already in place, and remains unchanged..
2. Enter your unique passcode
In this second step, you will be asked to provide a passcode, which was sent to you by SMS, or alternatively, available from the Mobile App you can install at the end of this registration process.
Discover Vodafone Firsts
Doing things for the first time keeps the world interesting. It helps us progress and discover. But there has to be someone who's prepared to step over the edge. It takes courage to cross an ocean or set foot on the moon. But it also takes collaboration, ambition and effort.
Find out more
On these pages
View the User Guide

Figure 12: Starting page

If you see these messages:

Information

- The external requestor cannot be enroled. No valid user account.

You do not have a valid VCDS account.

Information

- The internal approver could not be determined. Enrolment is not possible.

You either have no line manager assigned or the line manager information is incomplete.

In this case - please get in touch with your Vodafone contact (e.g. your line manager) or call your Vodafone Helpdesk and ask for help.

If you do not face any errors you will be redirected to the next page. Here you will find the information stored in the VCDS (LDAP service). Please check this data for correctness.

If you plan to enrol an SMS token you can add / change the mobile phone number you want to use for SMS.

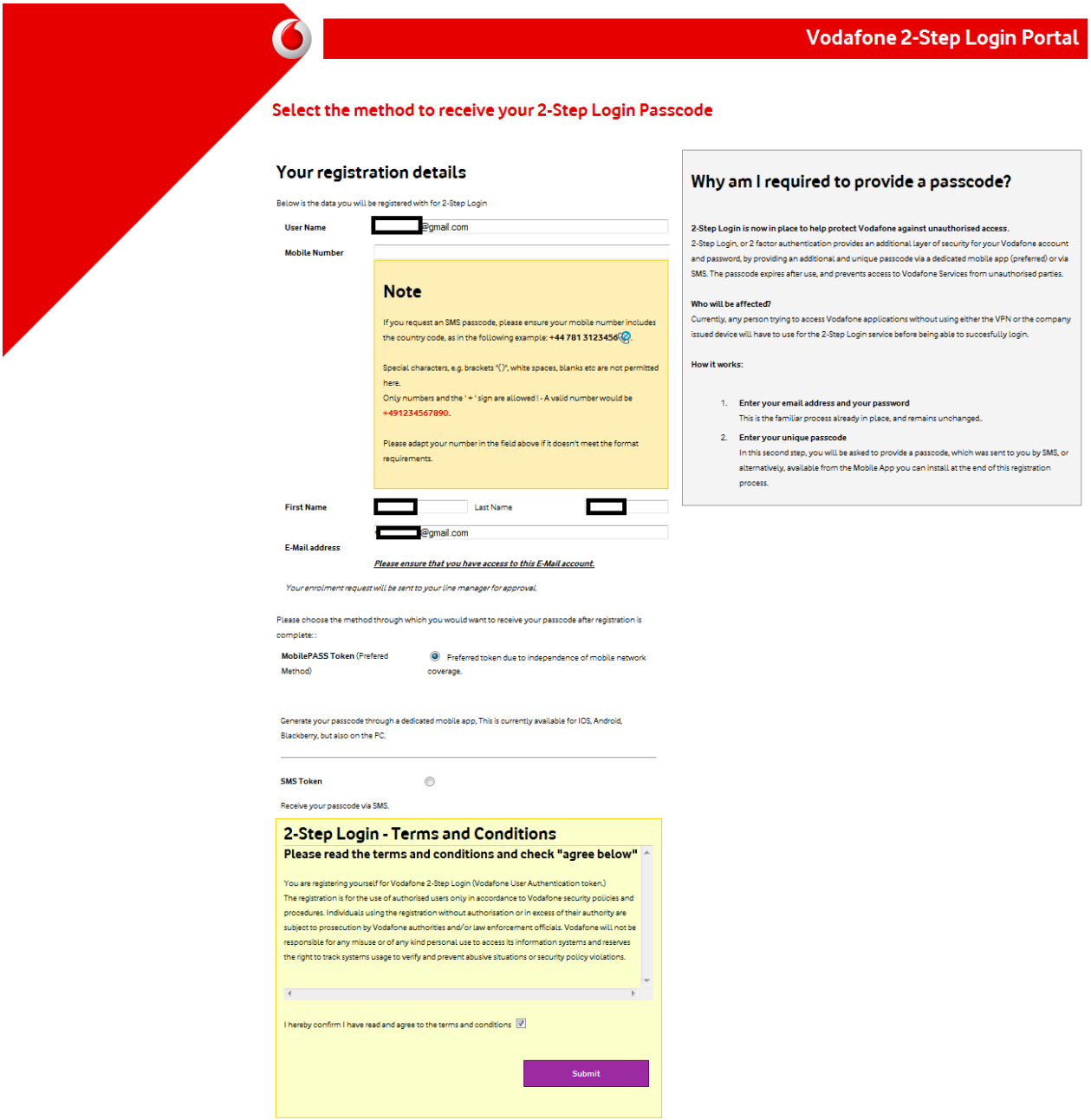
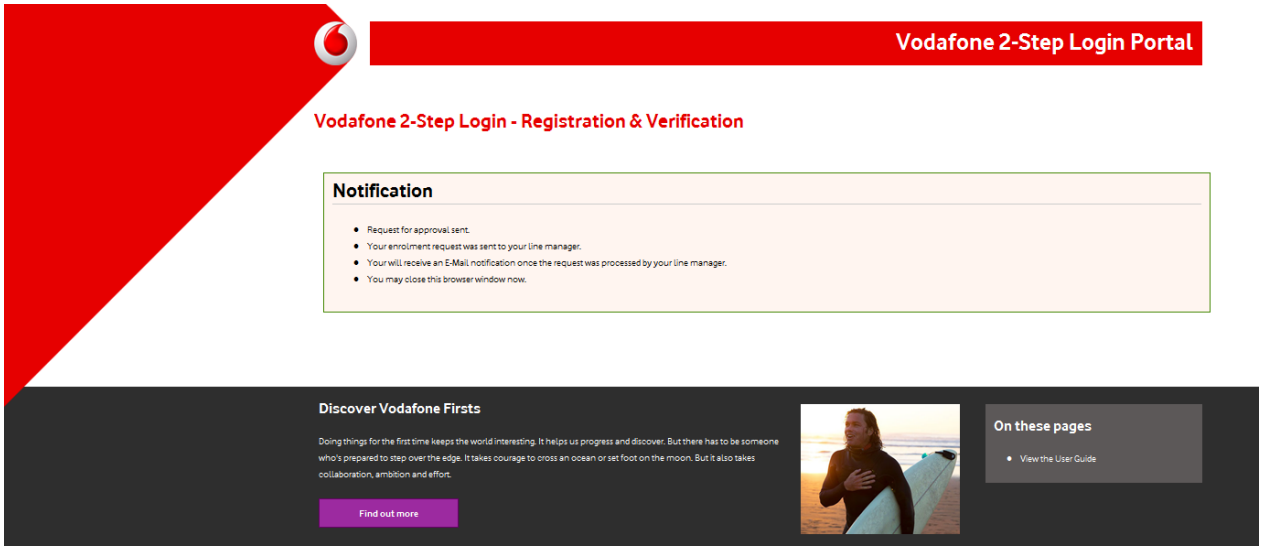

Vodafone 2-Step Login Portal
Select the method to receive your 2-Step Login Passcode
Your registration details
Below is the data you will be registered with for 2-Step Login
User Name
@gmail.com
Mobile Number
Note
If you request an SMS passcode, please ensure your mobile number includes the country code, as in the following example: +44 781 3123456.
Special characters, e.g. brackets "()", white spaces, blanks etc are not permitted here.
Only numbers and the ' + ' sign are allowed ! - A valid number would be +491234567890.
Please adapt your number in the field above if it doesn't meet the format requirements.
First Name
Last Name
@gmail.com
E-Mail address
Please ensure that you have access to this E-Mail account.
Your enrolment request will be sent to your line manager for approval.
Please choose the method through which you would want to receive your passcode after registration is complete: :
MobilePASS Token (Prefered Method)
Preferred token due to independence of mobile network coverage.
Generate your passcode through a dedicated mobile app, This is currently available for IOS, Android, Blackberry, but also on the PC.
SMS Token
Receive your passcode via SMS.
2-Step Login - Terms and Conditions
Please read the terms and conditions and check "agree below"
You are registering yourself for Vodafone 2-Step Login (Vodafone User Authentication token.)
The registration is for the use of authorised users only in accordance to Vodafone security policies and procedures. Individuals using the registration without authorisation or in excess of their authority are subject to prosecution by Vodafone authorities and/or law enforcement officials. Vodafone will not be responsible for any misuse or of any kind personal use to access its information systems and reserves the right to track systems usage to verify and prevent abusive situations or security policy violations.
I hereby confirm I have read and agree to the terms and conditions
Submit
Why am I required to provide a passcode?
2-Step Login is now in place to help protect Vodafone against unauthorised access.
2-Step Login, or 2 factor authentication provides an additional layer of security for your Vodafone account and password, by providing an additional and unique passcode via a dedicated mobile app (preferred) or via SMS. The passcode expires after use, and prevents access to Vodafone Services from unauthorised parties.
Who will be affected?
Currently, any person trying to access Vodafone applications without using either the VPN or the company issued device will have to use for the 2-Step Login service before being able to succesfully login.
How it works:
1. Enter your email address and your password
This is the familiar process already in place, and remains unchanged..
2. Enter your unique passcode
In this second step, you will be asked to provide a passcode, which was sent to you by SMS, or alternatively, available from the Mobile App you can install at the end of this registration process.

Figure 13: Registration page for self-registered IdM 3rd party accounts

By pressing "Submit" the notification page below will be displayed in order to inform you that the enrolment is in process and will be finalize as soon as your line manager will approve the request. After the request is approved you will receive, depending on the passcode type you have selected a SMS passcode token or a mail (Figure 16)

Classification: C2 – Vodafone Restricted


Vodafone 2-Step Login Portal
Vodafone 2-Step Login - Registration & Verification
Notification
Request for approval sent.
Your enrolment request was sent to your line manager.
Your will receive an E-Mail notification once the request was processed by your line manager.
You may close this browser window now.
Discover Vodafone Firsts
Doing things for the first time keeps the world interesting. It helps us progress and discover. But there has to be someone who's prepared to step over the edge. It takes courage to cross an ocean or set foot on the moon. But it also takes collaboration, ambition and effort.
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5. How to finalise a MobilePASS token enrolment

Before you finalise the MobilePASS enrolment – install the MobilePASS app on the device you want to use as the source of token codes. (e.g. your Smartphone). Refer to chapter 7 for details.

If you selected a MobilePASS token and you've either successfully finished the pre-enrolment on the portal or your line manager approved your request you will receive an email from "SafeNet Authentication Server" (noreply@safenet-inc.com).

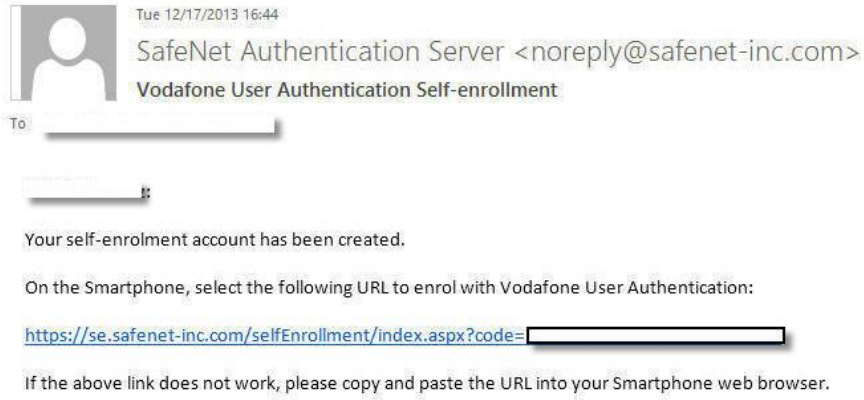

Tue 12/17/2013 16:44
SafeNet Authentication Server <noreply@safenet-inc.com>
Vodafone User Authentication Self-enrollment
To
Your self-enrolment account has been created.
On the Smartphone, select the following URL to enrol with Vodafone User Authentication:
https://se.safenet-inc.com/selfEnrollment/index.aspx?code=
If the above link does not work, please copy and paste the URL into your Smartphone web browser.

Figure 14: Activation mail

Open the link on the device, where you have installed the MobilePASS App. After you opened the link in a browser you will see this page:

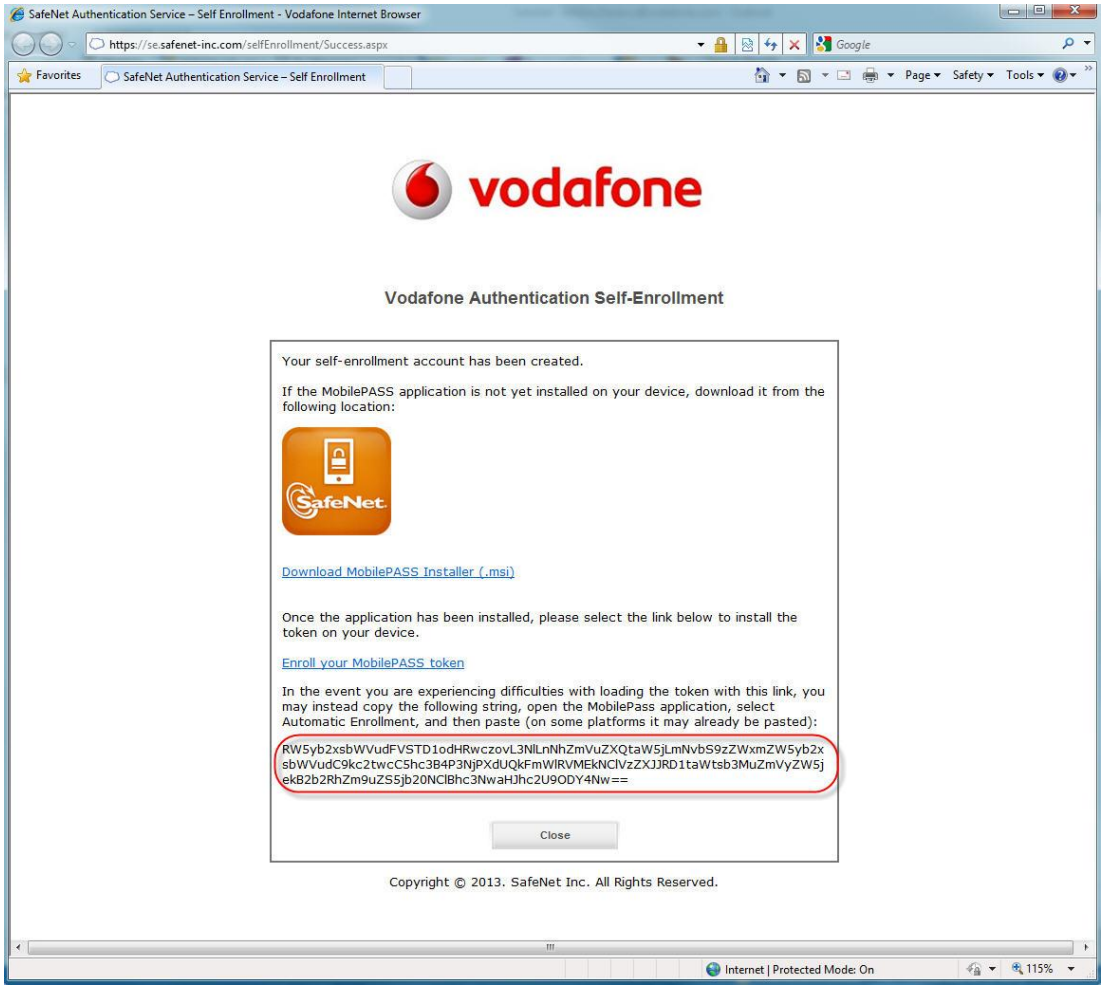
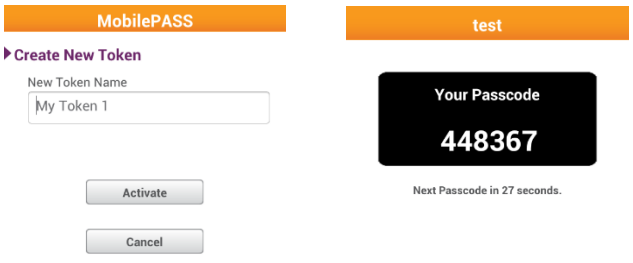

SafeNet Authentication Service – Self Enrollment - Vodafone Internet Browser
https://se.safenet-inc.com/selfEnrollment/Success.aspx
SafeNet Authentication Service – Self Enrollment
vodafone
Vodafone Authentication Self-Enrollment
Your self-enrollment account has been created.
If the MobilePASS application is not yet installed on your device, download it from the following location:
Download MobilePASS Installer (.msi)
Once the application has been installed, please select the link below to install the token on your device.
Enroll your MobilePASS token
In the event you are experiencing difficulties with loading the token with this link, you may instead copy the following string, open the MobilePass application, select Automatic Enrollment, and then paste (on some platforms it may already be pasted):
RW5yb2xsbWVudFVSTD1odHRwczovL3NlLnNhZmVuZXQtaW5jLmNvbS9zZWxmZW5yb2x
sbWVudC9kc2twcC5hc3B4P3NjPXdUQkFmWlRVMEkNClVzZXJJRD1taWtsb3MuZmVyZW5j
ekB2b2RhZm9uZS5jb20NClBhc3NwaHJhc2U9ODY4Nw==
Close
Copyright © 2013. SafeNet Inc. All Rights Reserved.
Internet | Protected Mode: On
115%

Figure 15: MobilePASS activation code

You now have two options on finalising the enrolment.

5.1. Click the "Enroll your MobilePASS token" link in the mail.
This will start the MobilePASS application. Name the token (e.g. Vodafone) and click on Activate.



Classification: C2 – Vodafone Restricted

5.2. The other option to activate your token is to copy the Activation Code (marked red in figure18) to your clipboard (STRG+C) Open the SafeNet MobilePASS application, click on "Auto Enrollment", and then paste the activation code (if not already done by the APP) in the Enrollment String field.

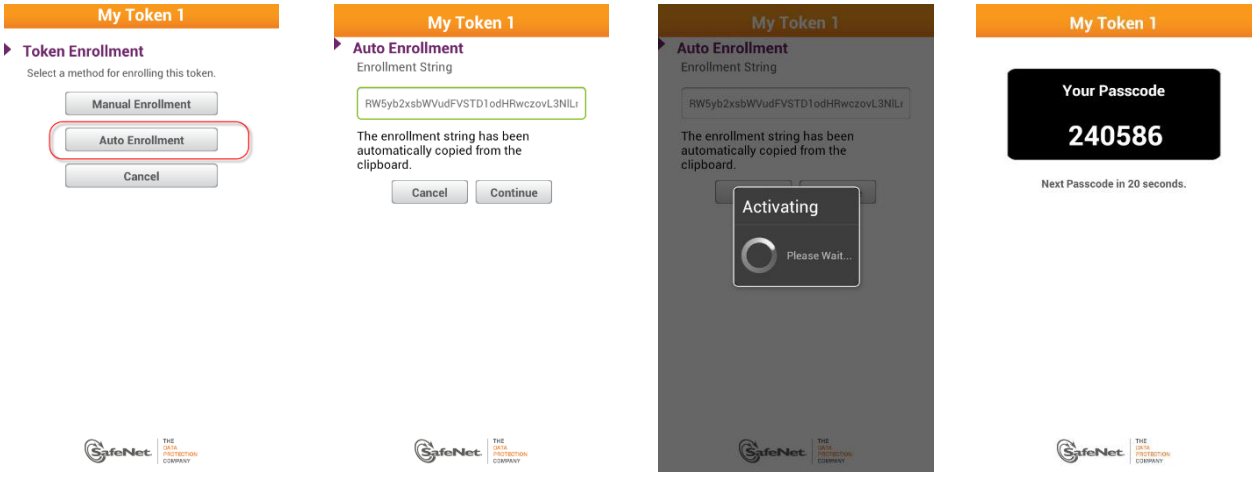


Figure 16: MobilePASS activation using the activation code

Please note:

You must be connected to the internet to succesfully complete the enrolment! Once this is done the token can be used without having any kind of internet / network connectivity.

6. Manage tokens

In order to manage your tokens you need to visit https://ca.vodafone.com/tfa

Select the appropriate Option and type in the required parameter (e.g. UserName, email address etc)

If you have at least a user account on the SafeNet service you will be redirected to the self-service pages.

Here you have several options to manage your tokens or data related to tokens.

6.1 Manage your MobilePASS tokens

6.1.1 Deactivate MobilePASS tokens

One MobilePASS token can be used on one device only. If it is activated on your smartphone you will not be able to use it on your PC and vice versa. If you would like to change or replace your device, you need to revoke the token first and then request a new one.

On the self-service page click on "Deactivate MobilePASS".

Classification: C2 – Vodafone Restricted

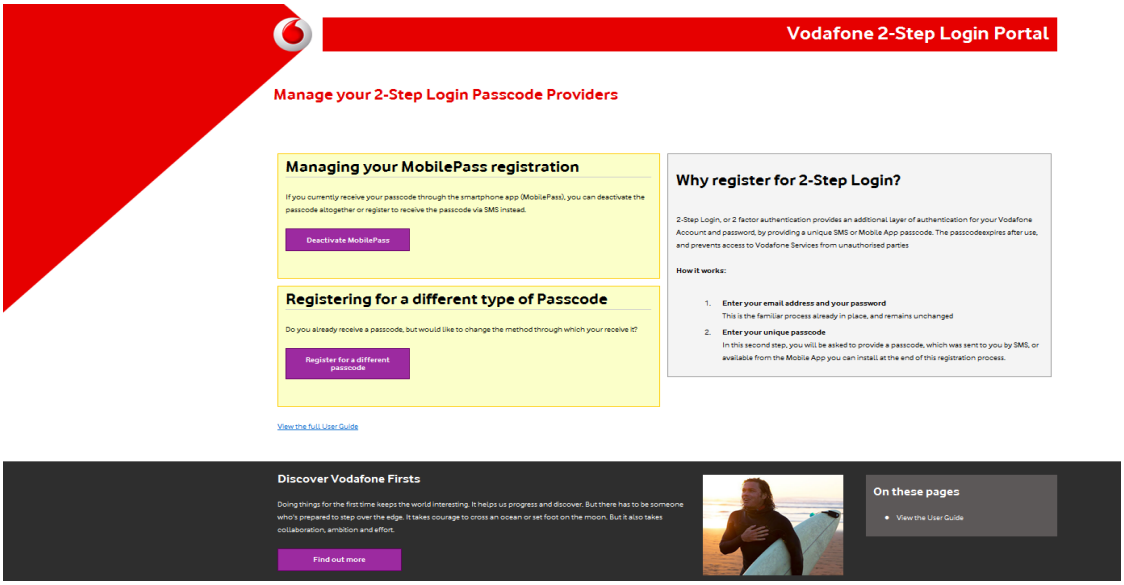

Vodafone 2-Step Login Portal
Manage your 2-Step Login Passcode Providers
Managing your MobilePass registration
If you currently receive your passcode through the smartphone app (MobilePass), you can deactivate the passcode altogether or register to receive the passcode via SMS instead.
Deactivate MobilePass
Registering for a different type of Passcode
Do you already receive a passcode, but would like to change the method through which your receive it?
Register for a different passcode
Why register for 2-Step Login?
2-Step Login, or 2 factor authentication provides an additional layer of authentication for your Vodafone Account and password, by providing a unique SMS or Mobile App passcode. The passcodeexpires after use, and prevents access to Vodafone Services from unauthorised parties
How it works:
1. Enter your email address and your password
This is the familiar process already in place, and remains unchanged
2. Enter your unique passcode
In this second step, you will be asked to provide a passcode, which was sent to you by SMS, or available from the Mobile App you can install at the end of this registration process.
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Figure 17: MobilePASS token management page

An e-mail will be sent to your mailbox automatically from "Vodafone Certification Authority" (ca@vodafone.com) mailbox with an "Approver Code".

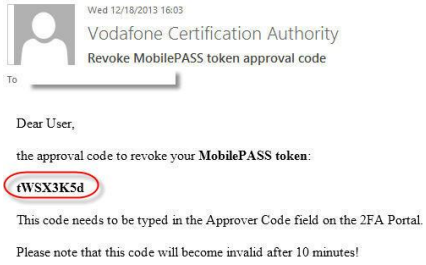
Wed 12/18/2013 16:03
Vodafone Certification Authority
Revoke MobilePASS token approval code
To
Dear User,
the approval code to revoke your MobilePASS token:
tWSX3K5d
This code needs to be typed in the Approver Code field on the 2FA Portal.
Please note that this code will become invalid after 10 minutes!

Figure 18 Approval code notification

Please type-in this approval code into the adequate field on the portal and click on "OK".

Classification: C2 – Vodafone Restricted

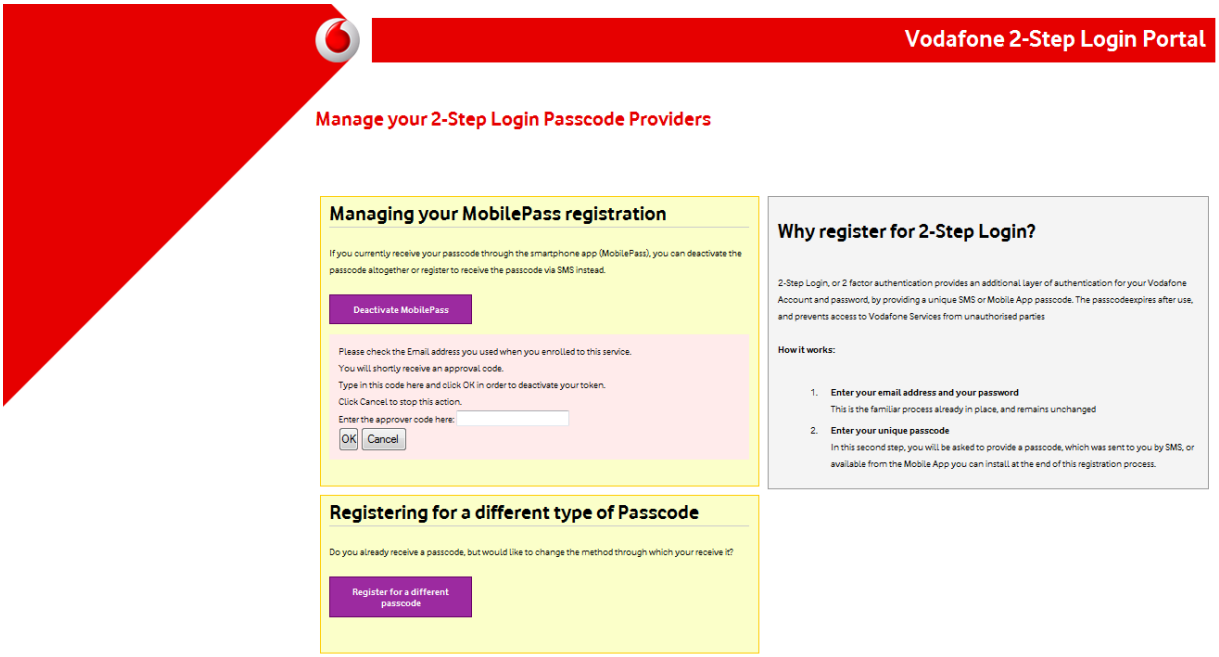
Vodafone 2-Step Login Portal
Manage your 2-Step Login Passcode Providers
Managing your MobilePass registration
If you currently receive your passcode through the smartphone app (MobilePass), you can deactivate the passcode altogether or register to receive the passcode via SMS instead.
Deactivate MobilePass
Please check the Email address you used when you enrolled to this service.
You will shortly receive an approval code.
Type in this code here and click OK in order to deactivate your token.
Click Cancel to stop this action.
Enter the approver code here:
OK
Cancel
Registering for a different type of Passcode
Do you already receive a passcode, but would like to change the method through which your receive it?
Register for a different passcode
Why register for 2-Step Login?
2-Step Login, or 2 factor authentication provides an additional layer of authentication for your Vodafone Account and password, by providing a unique SMS or Mobile App passcode. The passcodeexpires after use, and prevents access to Vodafone Services from unauthorised parties
How it works:
1. Enter your email address and your password
This is the familiar process already in place, and remains unchanged
2. Enter your unique passcode
In this second step, you will be asked to provide a passcode, which was sent to you by SMS, or available from the Mobile App you can install at the end of this registration process.

Figure 19: Approval code validation

After the successfully token revocation the information below is displayed. You have now the option to register again for a new token, if needed.

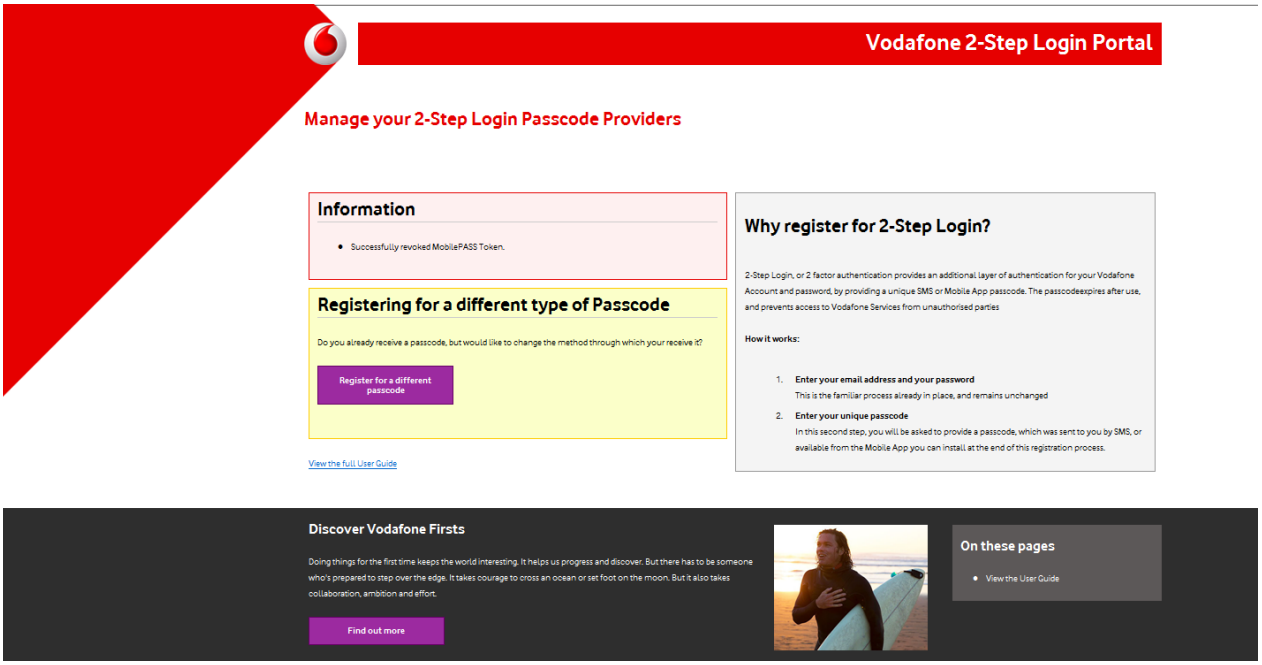
Vodafone 2-Step Login Portal
Manage your 2-Step Login Passcode Providers
Information
Successfully revoked MobilePASS Token.
Registering for a different type of Passcode
Do you already receive a passcode, but would like to change the method through which your receive it?
Register for a different passcode
View the full User Guide
Why register for 2-Step Login?
2-Step Login, or 2 factor authentication provides an additional layer of authentication for your Vodafone Account and password, by providing a unique SMS or Mobile App passcode. The passcodeexpires after use, and prevents access to Vodafone Services from unauthorised parties
How it works:
1. Enter your email address and your password
This is the familiar process already in place, and remains unchanged
2. Enter your unique passcode
In this second step, you will be asked to provide a passcode, which was sent to you by SMS, or available from the Mobile App you can install at the end of this registration process.
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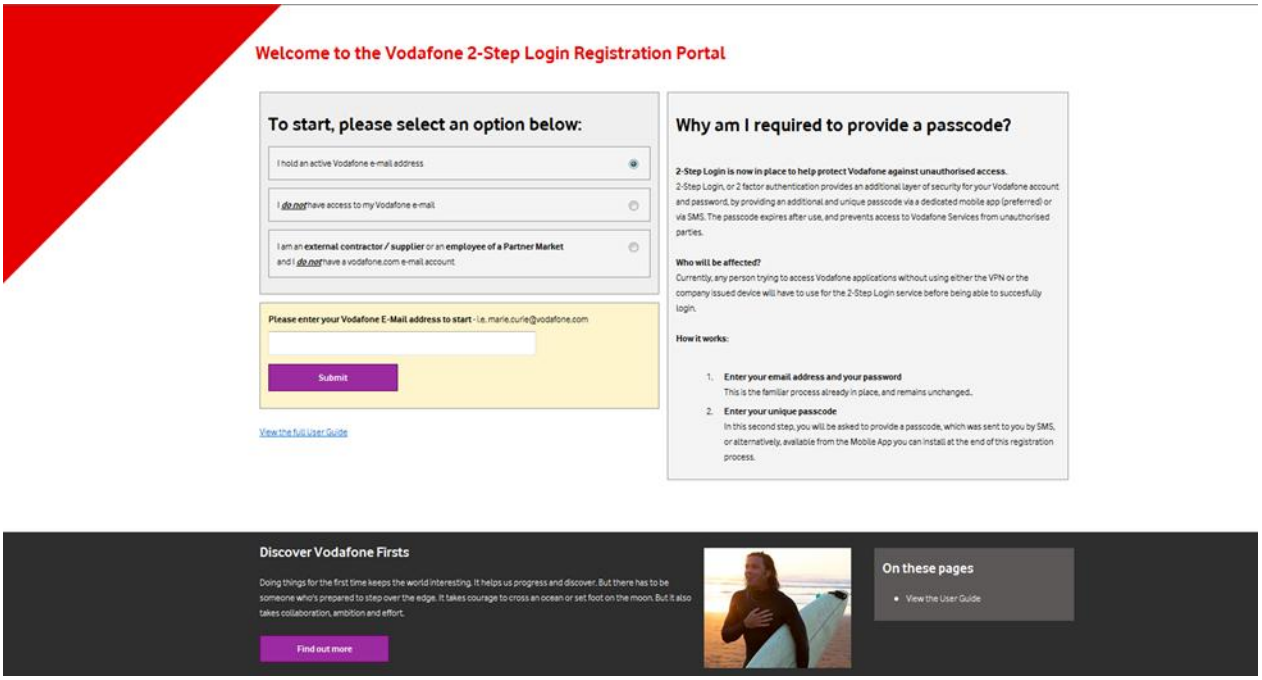
Figure 20: Revocation confirmation page

6.2 Manage your SMS token

If you are using a SMS passcode token you have different option available to manage your SMS passcode token. In order to manage your token you need first to enter your email address.

Classification: C2 – Vodafone Restricted


Welcome to the Vodafone 2-Step Login Registration Portal
To start, please select an option below:
I hold an active Vodafone e-mail address
I do not have access to my Vodafone e-mail
I am an external contractor / supplier or an employee of a Partner Market and I do not have a vodafone.com e-mail account
Please enter your Vodafone E-Mail address to start - i.e. marie.curie@vodafone.com
Submit
View the full User Guide
Why am I required to provide a passcode?
2-Step Login is now in place to help protect Vodafone against unauthorised access.
2-Step Login, or 2 factor authentication provides an additional layer of security for your Vodafone account and password, by providing an additional and unique passcode via a dedicated mobile app (preferred) or via SMS. The passcode expires after use, and prevents access to Vodafone Services from unauthorised parties.
Who will be affected?
Currently, any person trying to access Vodafone applications without using either the VPN or the company issued device will have to use for the 2-Step Login service before being able to succesfully login.
How it works:
1. Enter your email address and your password
This is the familiar process already in place, and remains unchanged..
2. Enter your unique passcode
In this second step, you will be asked to provide a passcode, which was sent to you by SMS, or alternatively, available from the Mobile App you can install at the end of this registration process.
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Find out more
On these pages
View the User Guide

Figure 21: Starting page

On the next screen you will the option to select between "Resend SMS Passcode", if you cannot find the current valid passcode within your text message inbox. The other available option is "Update your mobile number" and the last option is "deactivate your Passcode sending" in order to revoke your SMS passcode token.

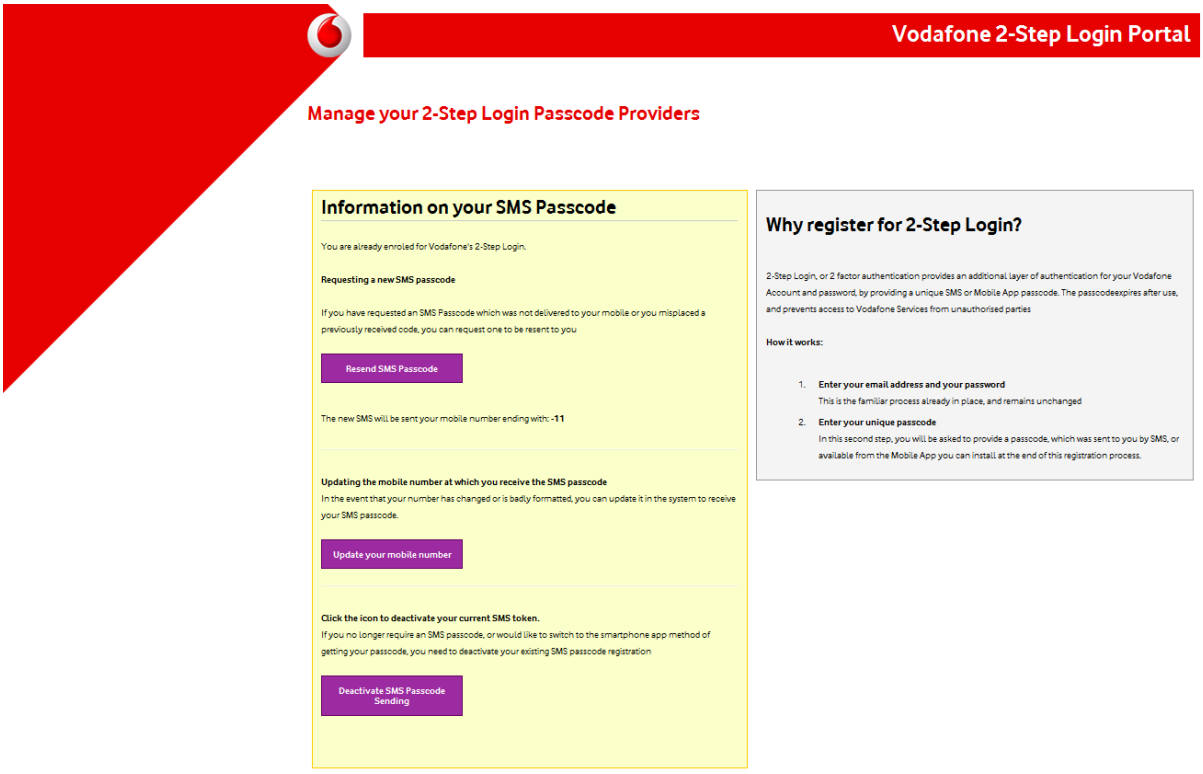
Vodafone 2-Step Login Portal
Manage your 2-Step Login Passcode Providers
Information on your SMS Passcode
You are already enroled for Vodafone's 2-Step Login.
Requesting a new SMS passcode
If you have requested an SMS Passcode which was not delivered to your mobile or you misplaced a previously received code, you can request one to be resent to you
Resend SMS Passcode
The new SMS will be sent your mobile number ending with: -11
Updating the mobile number at which you receive the SMS passcode
In the event that your number has changed or is badly formatted, you can update it in the system to receive your SMS passcode.
Update your mobile number
Click the icon to deactivate your current SMS token.
If you no longer require an SMS passcode, or would like to switch to the smartphone app method of getting your passcode, you need to deactivate your existing SMS passcode registration
Deactivate SMS Passcode Sending
Why register for 2-Step Login?
2-Step Login, or 2 factor authentication provides an additional layer of authentication for your Vodafone Account and password, by providing a unique SMS or Mobile App passcode. The passcodeexpires after use, and prevents access to Vodafone Services from unauthorised parties
How it works:
1. Enter your email address and your password
This is the familiar process already in place, and remains unchanged
2. Enter your unique passcode
In this second step, you will be asked to provide a passcode, which was sent to you by SMS, or available from the Mobile App you can install at the end of this registration process.

Figure 22: SMS passcode token management page

Classification: C2 – Vodafone Restricted

6.2.1 Resend SMS Passcode

In order to receive a new valid SMS passcode because you cannot find the current one in your text message inbox you only need to press the appropriate button. "Resend SMS Passcode"

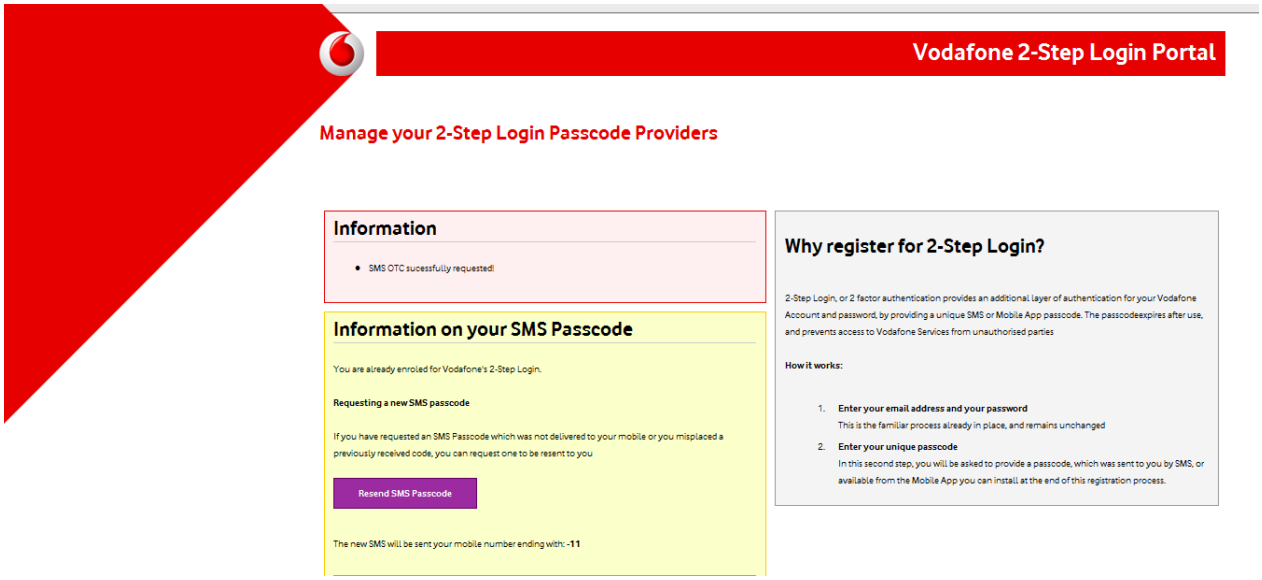
Vodafone 2-Step Login Portal
Manage your 2-Step Login Passcode Providers
Information
SMS OTC sucessfully requested!
Information on your SMS Passcode
You are already enroled for Vodafone's 2-Step Login.
Requesting a new SMS passcode
If you have requested an SMS Passcode which was not delivered to your mobile or you misplaced a previously received code, you can request one to be resent to you
Resend SMS Passcode
The new SMS will be sent your mobile number ending with: -11
Why register for 2-Step Login?
2-Step Login, or 2 factor authentication provides an additional Layer of authentication for your Vodafone Account and password, by providing a unique SMS or Mobile App passcode. The passcodeexpires after use, and prevents access to Vodafone Services from unauthorised parties
How it works:
1. Enter your email address and your password
This is the familiar process already in place, and remains unchanged
2. Enter your unique passcode
In this second step, you will be asked to provide a passcode, which was sent to you by SMS, or available from the Mobile App you can install at the end of this registration process.

Figure 23: confirmation page resend SMS

6.2.2 Update your mobile number

In case that your number has changed or is badly formatted, you can update it in the system to receive your SMS passcode.

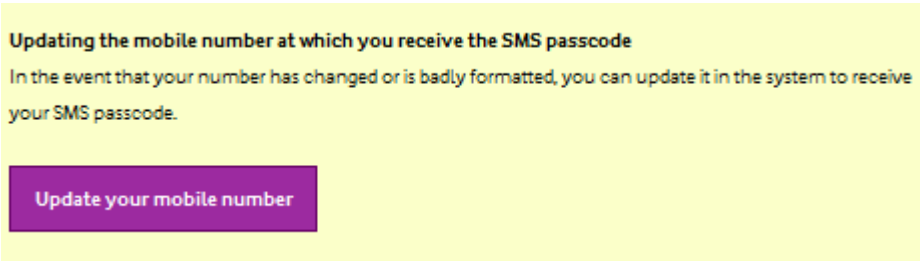
Updating the mobile number at which you receive the SMS passcode
In the event that your number has changed or is badly formatted, you can update it in the system to receive your SMS passcode.
Update your mobile number

Figure 24: Update mobile number

When you press the button an email will be send to you with the approval code you need to enter in order to proceed.

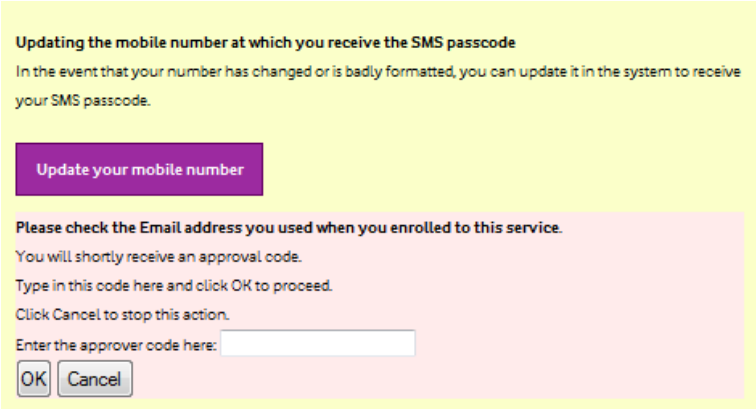
Updating the mobile number at which you receive the SMS passcode
In the event that your number has changed or is badly formatted, you can update it in the system to receive your SMS passcode.
Update your mobile number
Please check the Email address you used when you enrolled to this service.
You will shortly receive an approval code.
Type in this code here and click OK to proceed.
Click Cancel to stop this action.
Enter the approver code here:
OK
Cancel

Figure 25: Approval code validation

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After you have provided the approval code you can enter the new mobile number, you would like to receive your passcodes by pressing "submit".

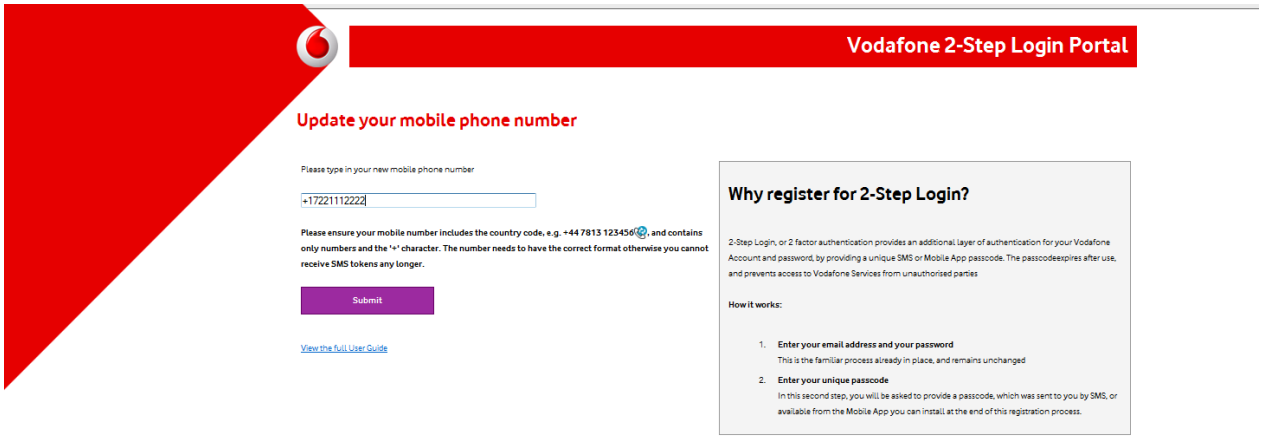
Vodafone 2-Step Login Portal
Update your mobile phone number
Please type in your new mobile phone number
+17221112222
Please ensure your mobile number includes the country code, e.g. +44 7813 123456, and contains only numbers and the '+' character. The number needs to have the correct format otherwise you cannot receive SMS tokens any longer.
Submit
View the full User Guide
Why register for 2-Step Login?
2-Step Login, or 2 factor authentication provides an additional layer of authentication for your Vodafone Account and password, by providing a unique SMS or Mobile App passcode. The passcodeexpires after use, and prevents access to Vodafone Services from unauthorised parties
How it works:
1. Enter your email address and your password
This is the familiar process already in place, and remains unchanged
2. Enter your unique passcode
In this second step, you will be asked to provide a passcode, which was sent to you by SMS, or available from the Mobile App you can install at the end of this registration process.

Figure 26: Mobile number change page

After this you will see the confirmation page as shown below.

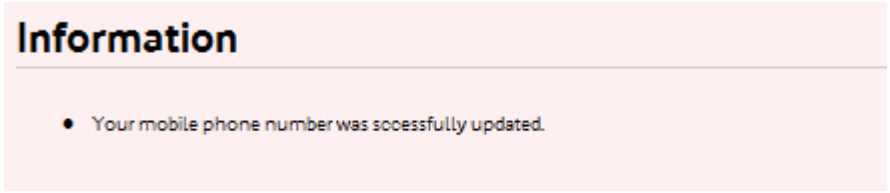

Figure 27: Mobile number change confirmation

6.2.3 Deactivate SMS Passcode Sending

If you do not need any longer your SMS passcode token or you would like to switch to smartphone app you need to revoke the SMS passcode token by pressing "Deactivate SMS Passcode Sending"

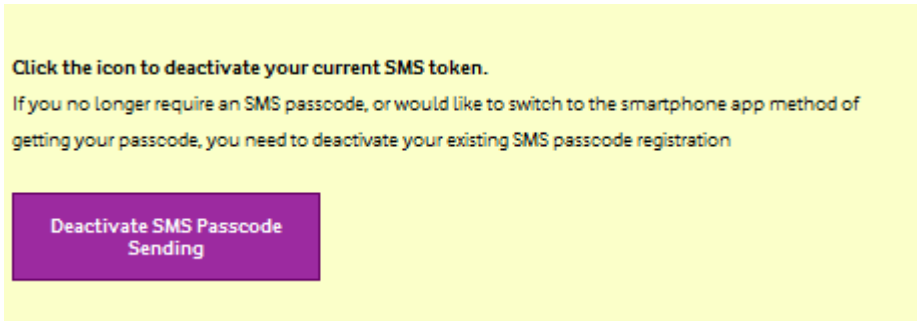
Click the icon to deactivate your current SMS token.
If you no longer require an SMS passcode, or would like to switch to the smartphone app method of getting your passcode, you need to deactivate your existing SMS passcode registration
Deactivate SMS Passcode Sending

Figure 28: SMS passcode token revocation

When you press the button an email will be send to you with the approval code you need to enter in order to proceed.

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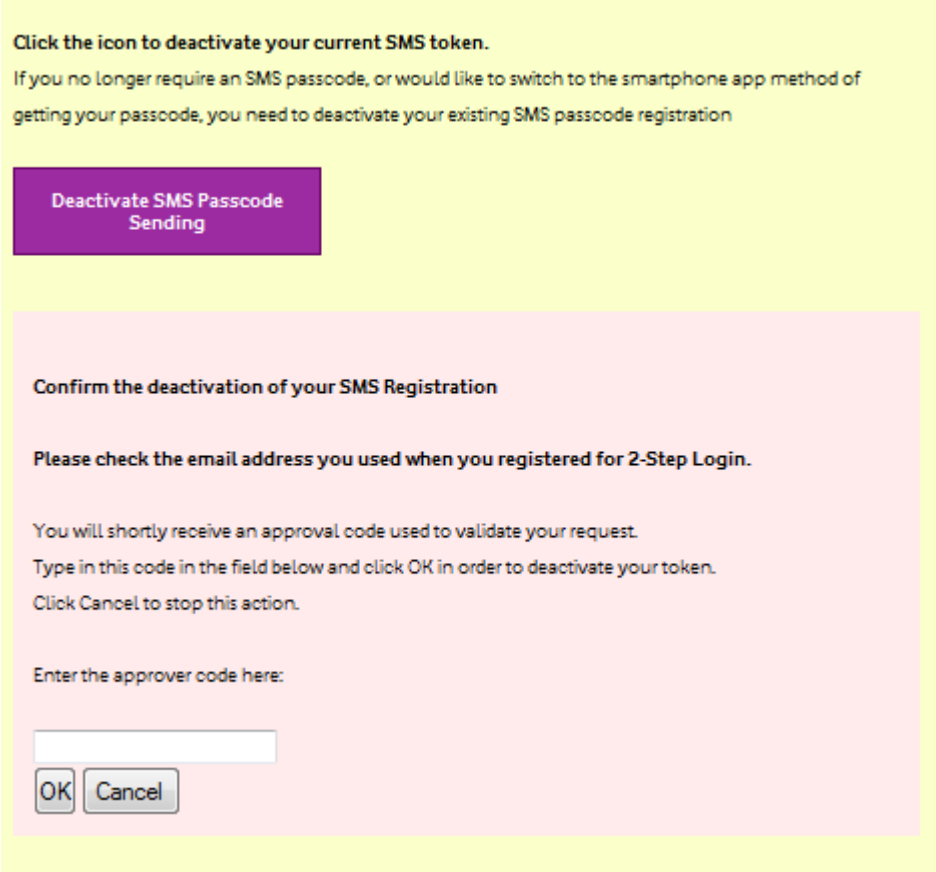
Click the icon to deactivate your current SMS token.
If you no longer require an SMS passcode, or would like to switch to the smartphone app method of getting your passcode, you need to deactivate your existing SMS passcode registration
Deactivate SMS Passcode Sending
Confirm the deactivation of your SMS Registration
Please check the email address you used when you registered for 2-Step Login.
You will shortly receive an approval code used to validate your request.
Type in this code in the field below and click OK in order to deactivate your token.
Click Cancel to stop this action.
Enter the approver code here:
OK
Cancel

Figure 29: Approval code validation

6.3 Registering for a different type of token

If you are already registered for a MobilePASS token you can apply in addition for an SMS token and vice versa. You need to follow the same procedure when you requested the token. The following screens will appear if you have a valid token after providing your email address:

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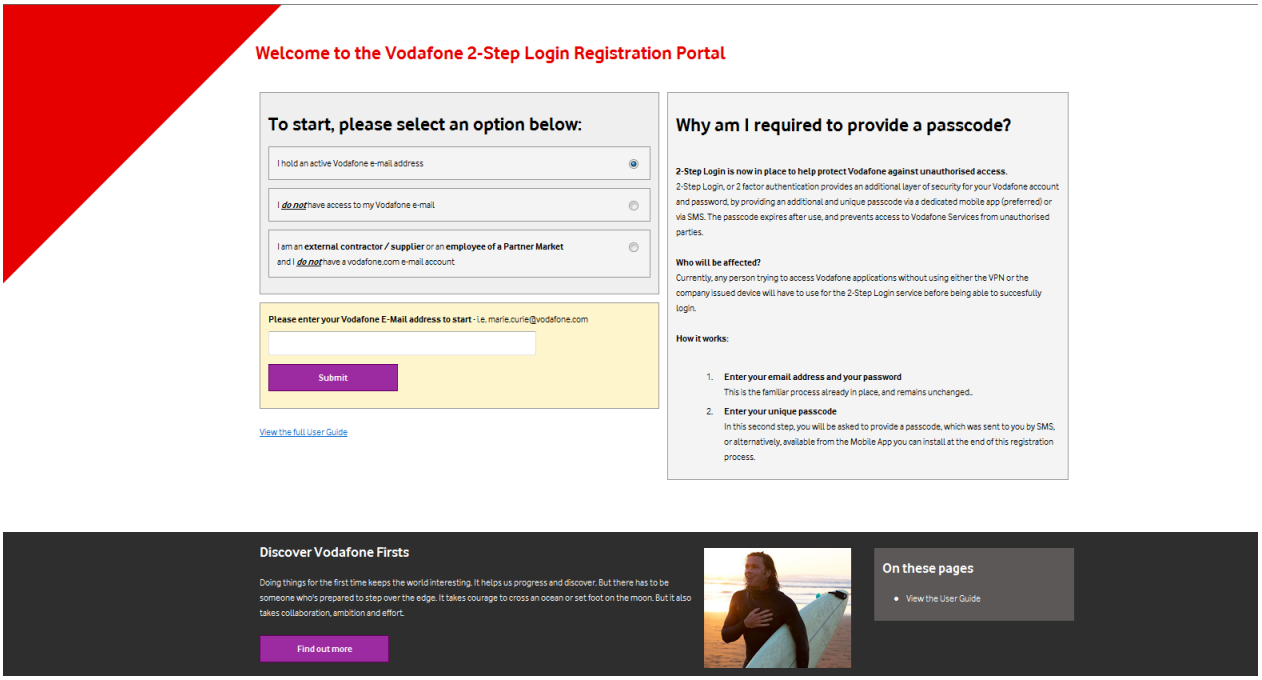
Welcome to the Vodafone 2-Step Login Registration Portal
To start, please select an option below:
I hold an active Vodafone e-mail address
I do not have access to my Vodafone e-mail
I am an external contractor / supplier or an employee of a Partner Market and I do not have a vodafone.com e-mail account
Please enter your Vodafone E-Mail address to start - i.e. marie.curie@vodafone.com
Submit
View the full User Guide
Why am I required to provide a passcode?
2-Step Login is now in place to help protect Vodafone against unauthorised access.
2-Step Login, or 2 factor authentication provides an additional layer of security for your Vodafone account and password, by providing an additional and unique passcode via a dedicated mobile app (preferred) or via SMS. The passcode expires after use, and prevents access to Vodafone Services from unauthorised parties.
Who will be affected?
Currently, any person trying to access Vodafone applications without using either the VPN or the company issued device will have to use for the 2-Step Login service before being able to succesfully login.
How it works:
1. Enter your email address and your password
This is the familiar process already in place, and remains unchanged..
2. Enter your unique passcode
In this second step, you will be asked to provide a passcode, which was sent to you by SMS, or alternatively, available from the Mobile App you can install at the end of this registration process.
Discover Vodafone Firsts
Doing things for the first time keeps the world interesting. It helps us progress and discover. But there has to be someone who's prepared to step over the edge. It takes courage to cross an ocean or set foot on the moon. But it also takes collaboration, ambition and effort.
Find out more
On these pages
View the User Guide

Figure 30: Starting page

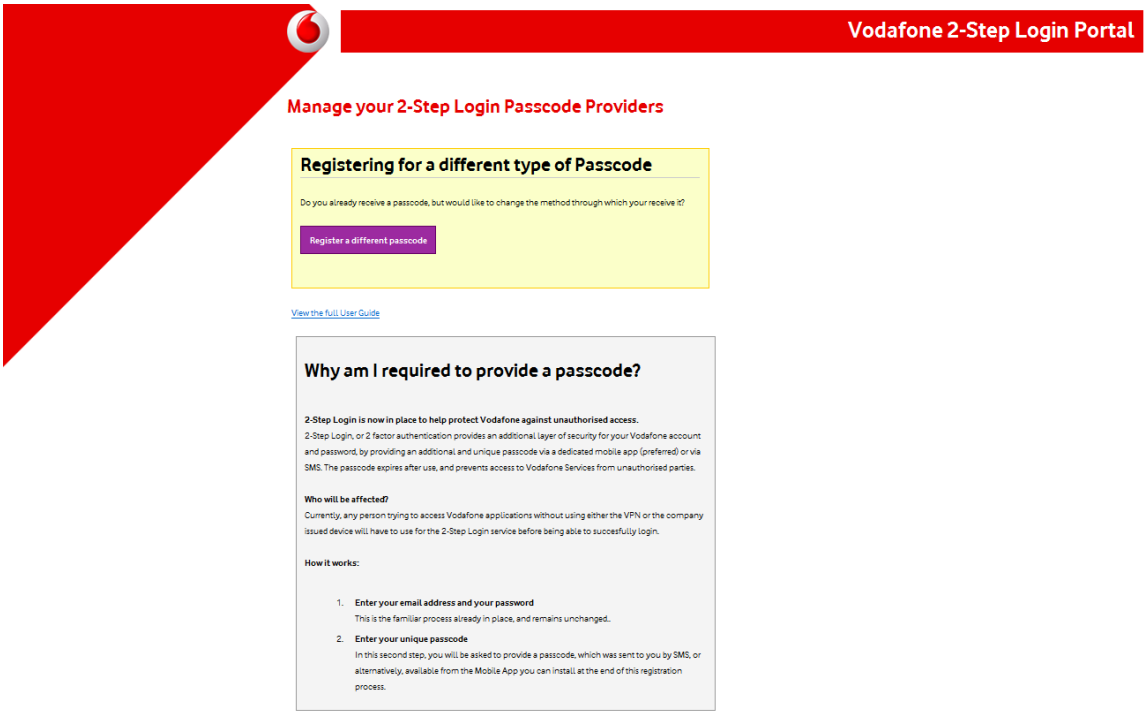
Vodafone 2-Step Login Portal
Manage your 2-Step Login Passcode Providers
Registering for a different type of Passcode
Do you already receive a passcode, but would like to change the method through which your receive it?
Register a different passcode
View the full User Guide
Why am I required to provide a passcode?
2-Step Login is now in place to help protect Vodafone against unauthorised access.
2-Step Login, or 2 factor authentication provides an additional layer of security for your Vodafone account and password, by providing an additional and unique passcode via a dedicated mobile app (preferred) or via SMS. The passcode expires after use, and prevents access to Vodafone Services from unauthorised parties.
Who will be affected?
Currently, any person trying to access Vodafone applications without using either the VPN or the company issued device will have to use for the 2-Step Login service before being able to succesfully login.
How it works:
1. Enter your email address and your password
This is the familiar process already in place, and remains unchanged..
2. Enter your unique passcode
In this second step, you will be asked to provide a passcode, which was sent to you by SMS, or alternatively, available from the Mobile App you can install at the end of this registration process.

Figure 31: Passcode token change

The next step is to press the button "Register a different passcode" Here the approval code send through mail needs to be entered.

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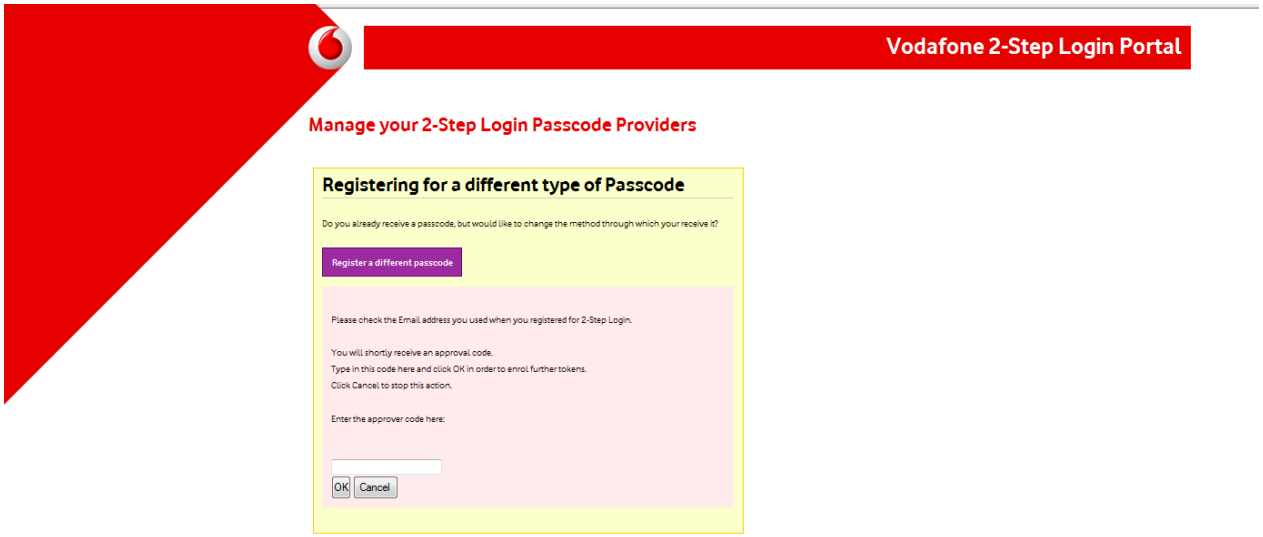
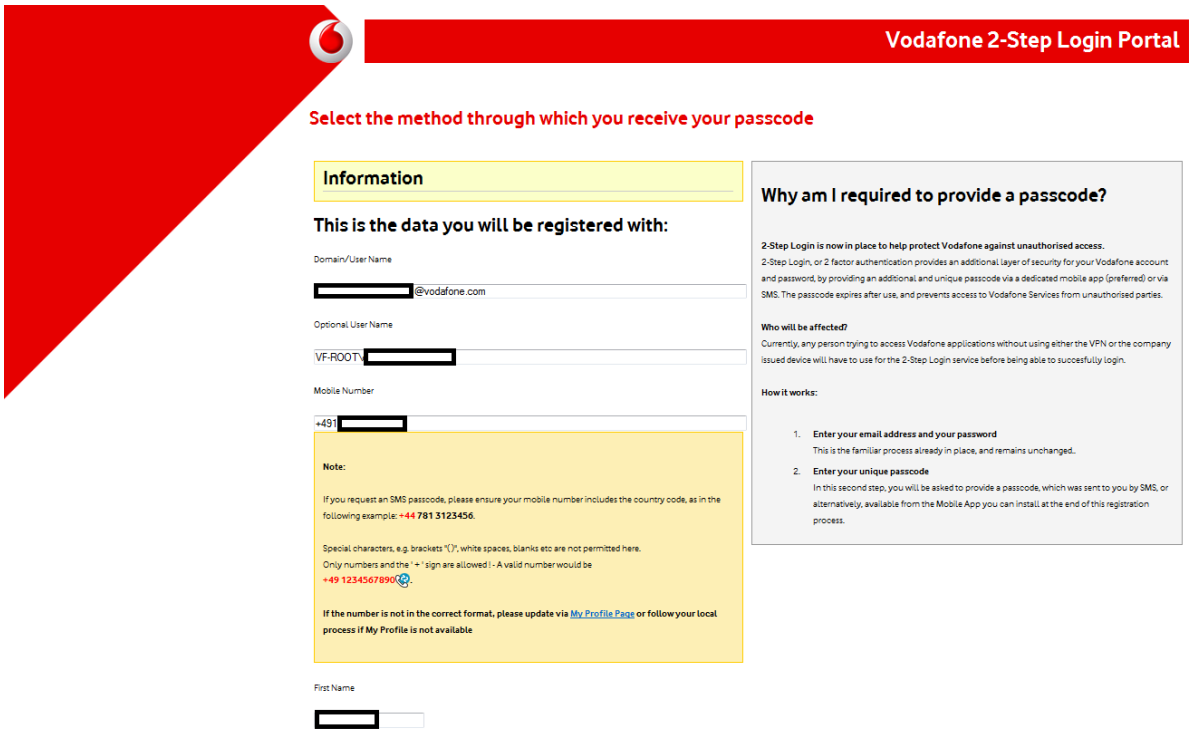

Vodafone 2-Step Login Portal
Manage your 2-Step Login Passcode Providers
Registering for a different type of Passcode
Do you already receive a passcode, but would like to change the method through which your receive it?
Register a different passcode
Please check the Email address you used when you registered for 2-Step Login.
You will shortly receive an approval code.
Type in this code here and click OK in order to enrol further tokens.
Click Cancel to stop this action.
Enter the approver code here:
OK
Cancel

Figure 32: Approval code validation

The next page will display your account information and the option to select a different type of passcode.


Vodafone 2-Step Login Portal
Select the method through which you receive your passcode
Information
This is the data you will be registered with:
Domain/User Name
@vodafone.com
Optional User Name
VF-ROOT\
Mobile Number
+491
Note:
If you request an SMS passcode, please ensure your mobile number includes the country code, as in the following example: +44 781 3123456.
Special characters, e.g. brackets "()", white spaces, blanks etc are not permitted here.
Only numbers and the ' + ' sign are allowed ! - A valid number would be
+49 1234567890.
If the number is not in the correct format, please update via My Profile Page or follow your local process if My Profile is not available
First Name
Why am I required to provide a passcode?
2-Step Login is now in place to help protect Vodafone against unauthorised access.
2-Step Login, or 2 factor authentication provides an additional layer of security for your Vodafone account and password, by providing an additional and unique passcode via a dedicated mobile app (preferred) or via SMS. The passcode expires after use, and prevents access to Vodafone Services from unauthorised parties.
Who will be affected?
Currently, any person trying to access Vodafone applications without using either the VPN or the company issued device will have to use for the 2-Step Login service before being able to succesfully login.
How it works:
1. Enter your email address and your password
This is the familiar process already in place, and remains unchanged.
2. Enter your unique passcode
In this second step, you will be asked to provide a passcode, which was sent to you by SMS, or alternatively, available from the Mobile App you can install at the end of this registration process.

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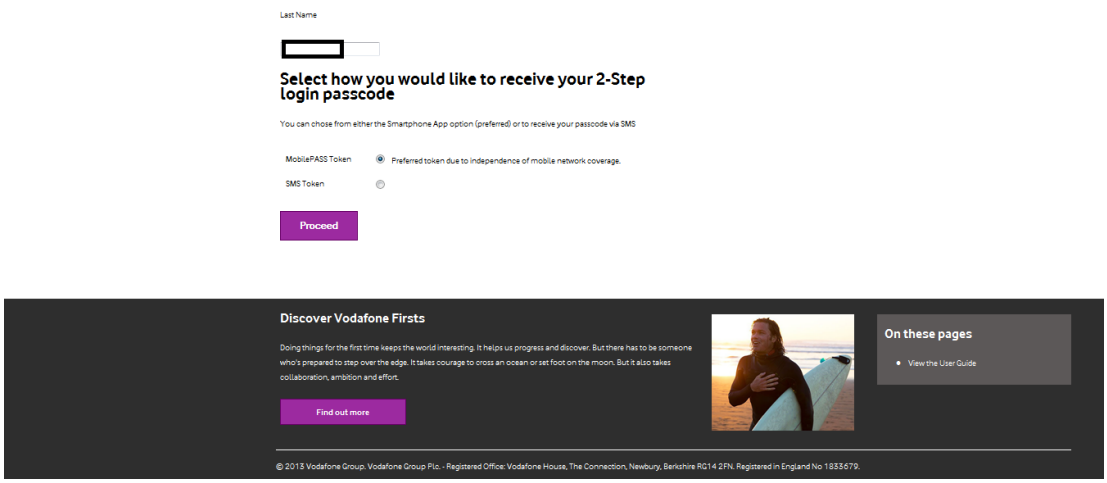
Last Name
Select how you would like to receive your 2-Step login passcode
You can chose from either the Smartphone App option (preferred) or to receive your passcode via SMS
MobilePASS Token
Preferred token due to independence of mobile network coverage.
SMS Token
Proceed
Discover Vodafone Firsts
Doing things for the first time keeps the world interesting. It helps us progress and discover. But there has to be someone who's prepared to step over the edge. It takes courage to cross an ocean or set foot on the moon. But it also takes collaboration, ambition and effort.
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Figure 33: Account information and token selection

After proceeding with the SMS token the page below will be displayed.

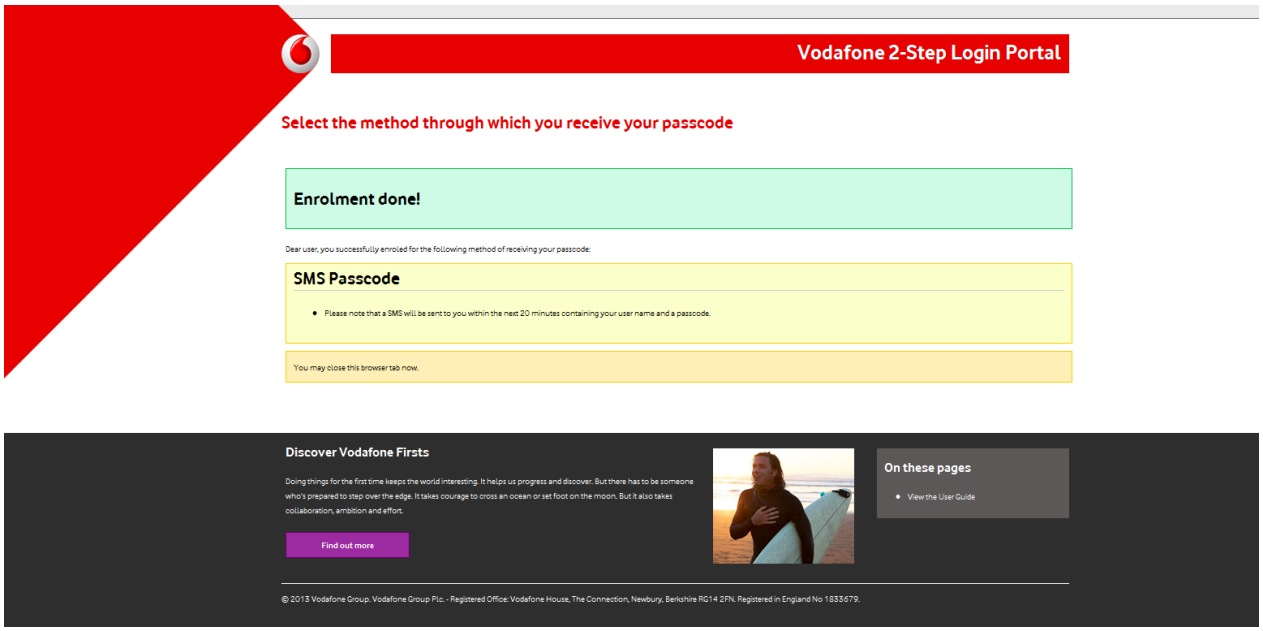
Vodafone 2-Step Login Portal
Select the method through which you receive your passcode
Enrolment done!
Dear user, you successfully enroled for the following method of receiving your passcode:
SMS Passcode
Please note that a SMS will be sent to you within the next 20 minutes containing your user name and a passcode.
You may close this browser tab now.
Discover Vodafone Firsts
Doing things for the first time keeps the world interesting. It helps us progress and discover. But there has to be someone who's prepared to step over the edge. It takes courage to cross an ocean or set foot on the moon. But it also takes collaboration, ambition and effort.
Find out more
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Figure 34: Token change confirmation page

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7. How to install the SafeNet MobilePASS application

7.1 On smartphone

The application can be downloaded from the application stores. Type "safenet MobilePASS" to the search field and download/install the software.

7.2 On personal computer

On Windows you can install the software to your machine (.msi installation file) or you can download a portable version (.exe file) which can be run from a USB stick or from anywhere in the file system.

7.3 Other OSes

To find a complete list of supported operating systems and platforms visit this website:

http://www.safenet-inc.com/support-downloads/MobilePASS-download-page/

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